

FIG. 1

	<u>Routine Name</u>	<u>Page #</u>
(1)	Return On Web	2
(2)	Return/Exchange1 Process	3
(3)	Exchange Process 2	4
(4)	Exchange Process 3	5
(5)	Instore Purchase	6
(6)	Web Purchase Routine	7
(7)	Same Day Pickup	8
(8)	Drop Shipment	9
(9)	Guest Shipment	10
(10)	License Plate Transfer	11
(11)	AA E-tailer's Hotline	12
(12)	AB Instore Purchase Subroutine	13
(13)	AC Tendering Subroutine	14
(14)	AD Payment Direction	15
(15)	AE Store Subroutine	16
(16)	AF Check Tender	17
(17)	AG Cash Tender	18
(18)	AH Credit Tender	19
(19)	AI Shipping Subroutine	20
(20)	AK Bay Audit Routine	21
(21)	AL Pending Purchase	22
(22)	AM Receive Shipment Routine	23
(23)	AN Batch Picking Process	24
(24)	AO Disposition Subroutine	25
(25)	AP Billing Subroutine	26
(26)	D1 Manufacturer Disposition Sub	27
(27)	D2 E-tailer Disposition Sub	28
(28)	D3 Liquidation Disposition Sub	29
(29)	D4 Hold for Reshipment Sub	30
(30)	Main Screen	31
(31)	RF Application Menu	32
(32)	Web Purchase Form	33
(33)	AKN Form	34
(34)	Label Format	35
(35)	Receipt Format	36
(36)	Return Checklist (Web)	37
(37)	Store Number & License Plate	38
(38)	Data Points	39

FIG. 2

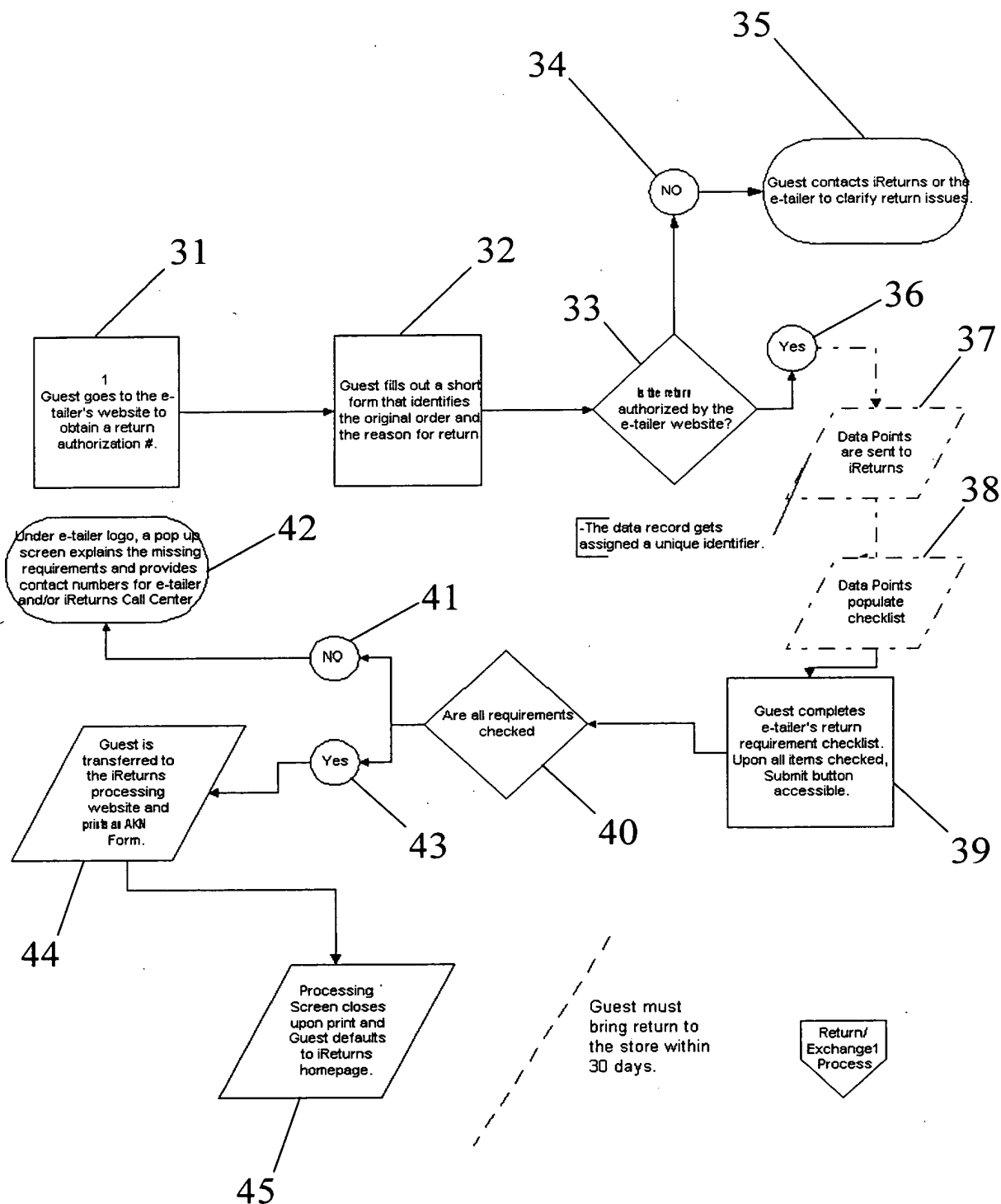
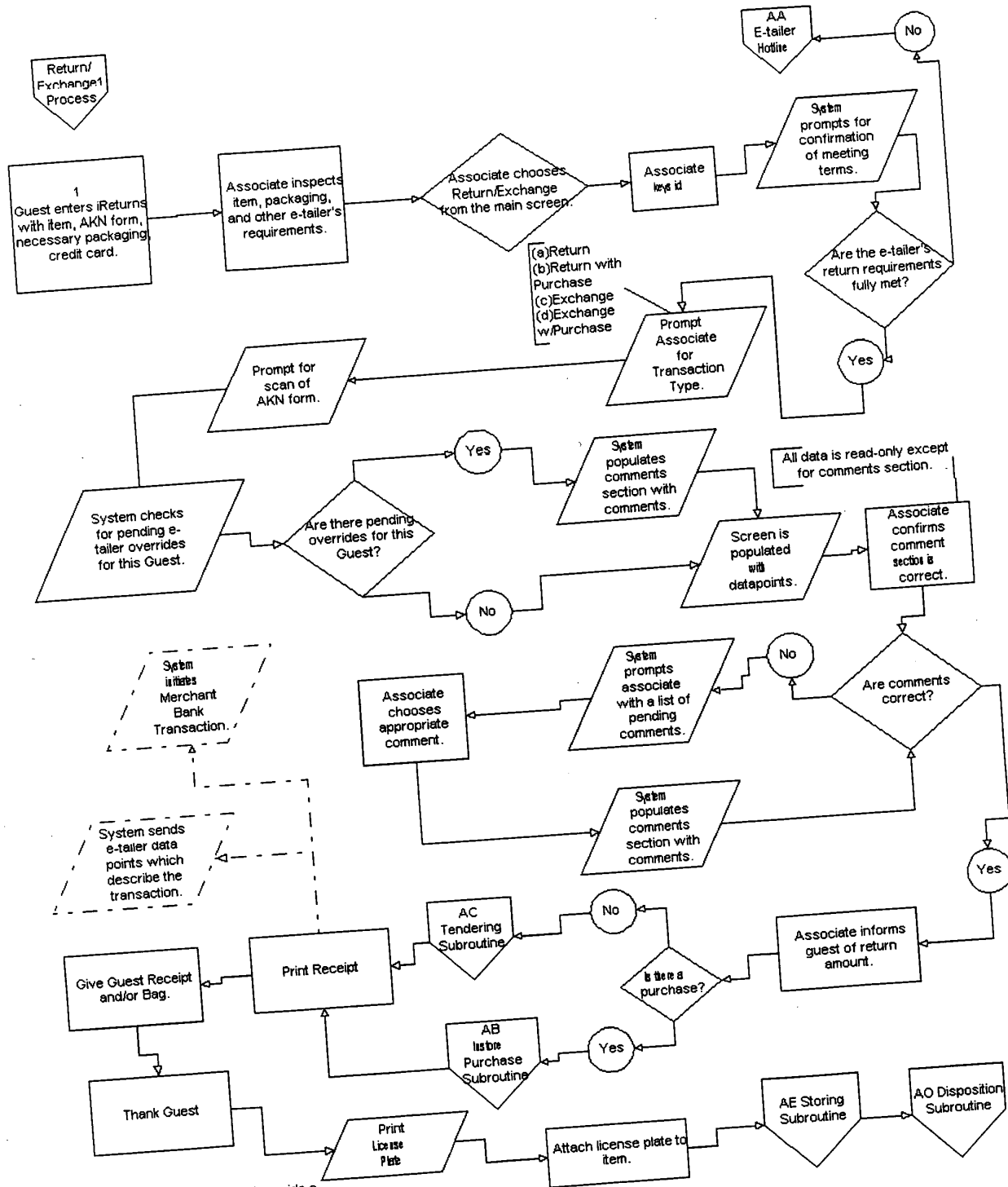
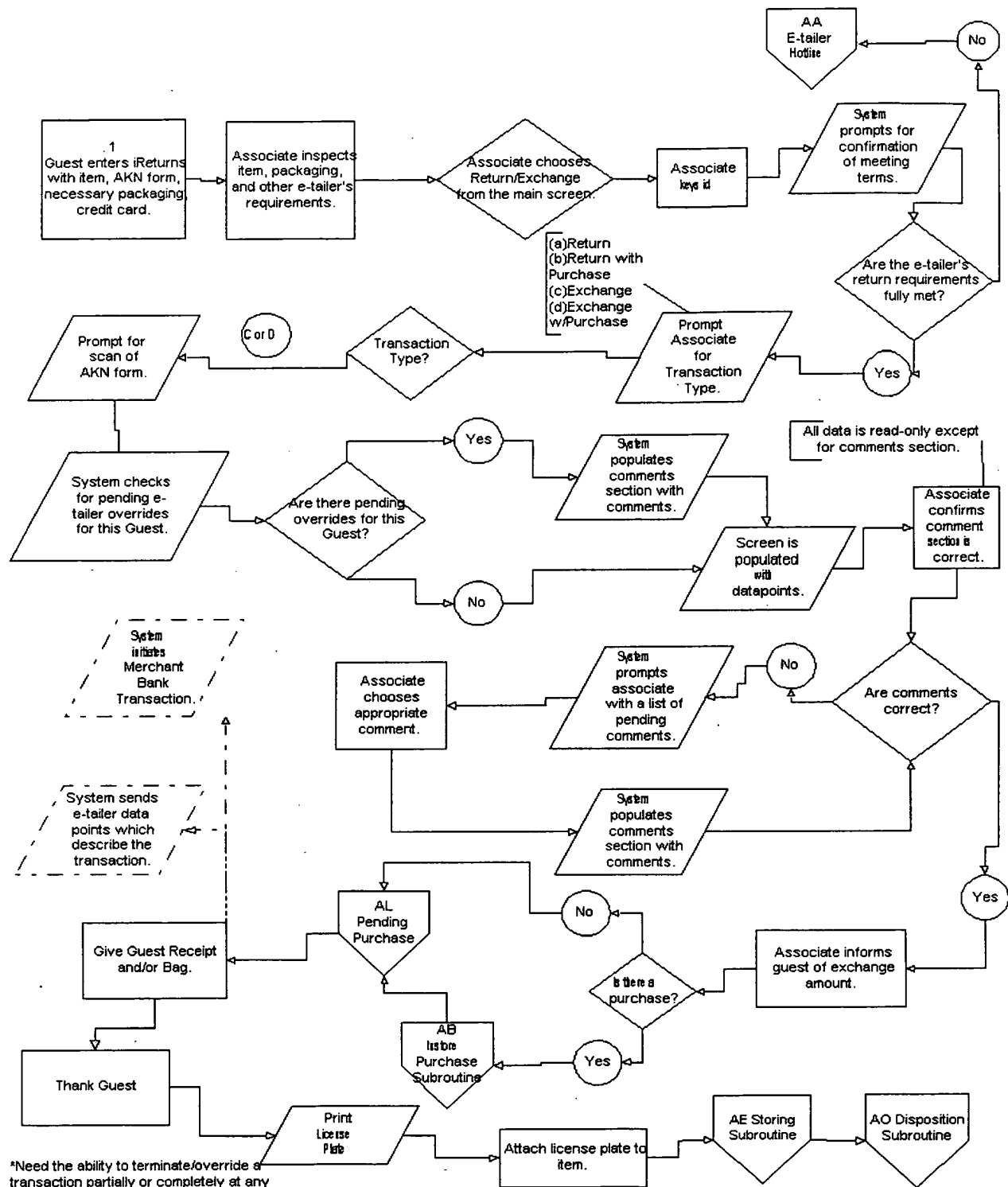


FIG. 3



*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 4



*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 5

Notes:

- (1) Requires e-tailer to hold product when exchange is entered by guest.
- (2) Product is released when iReturns sends e-tailer the data points.
- (3) The guest can get a new confirmation # and shipping details by returning to the e-tailer's website with their guest id or order id.

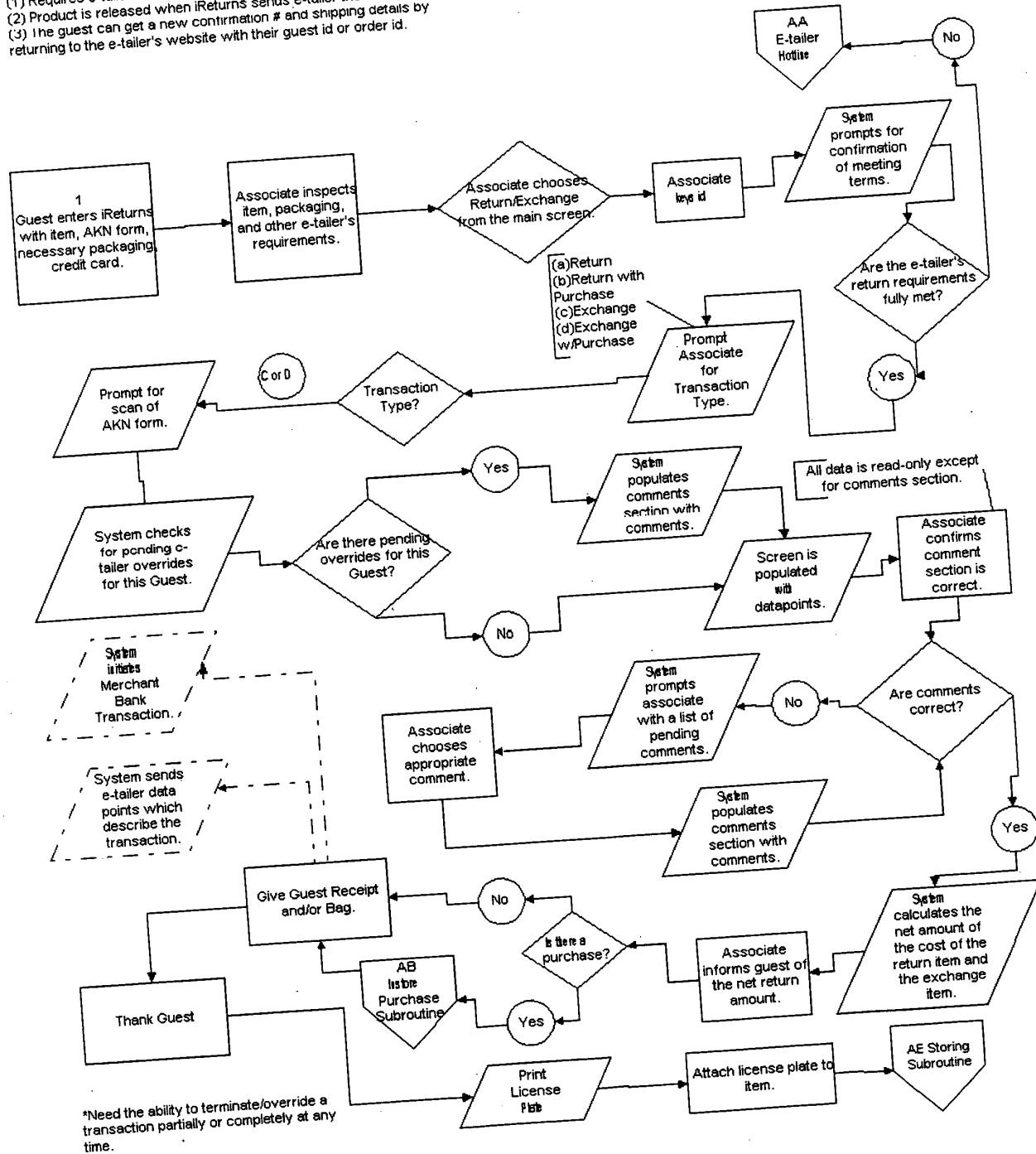
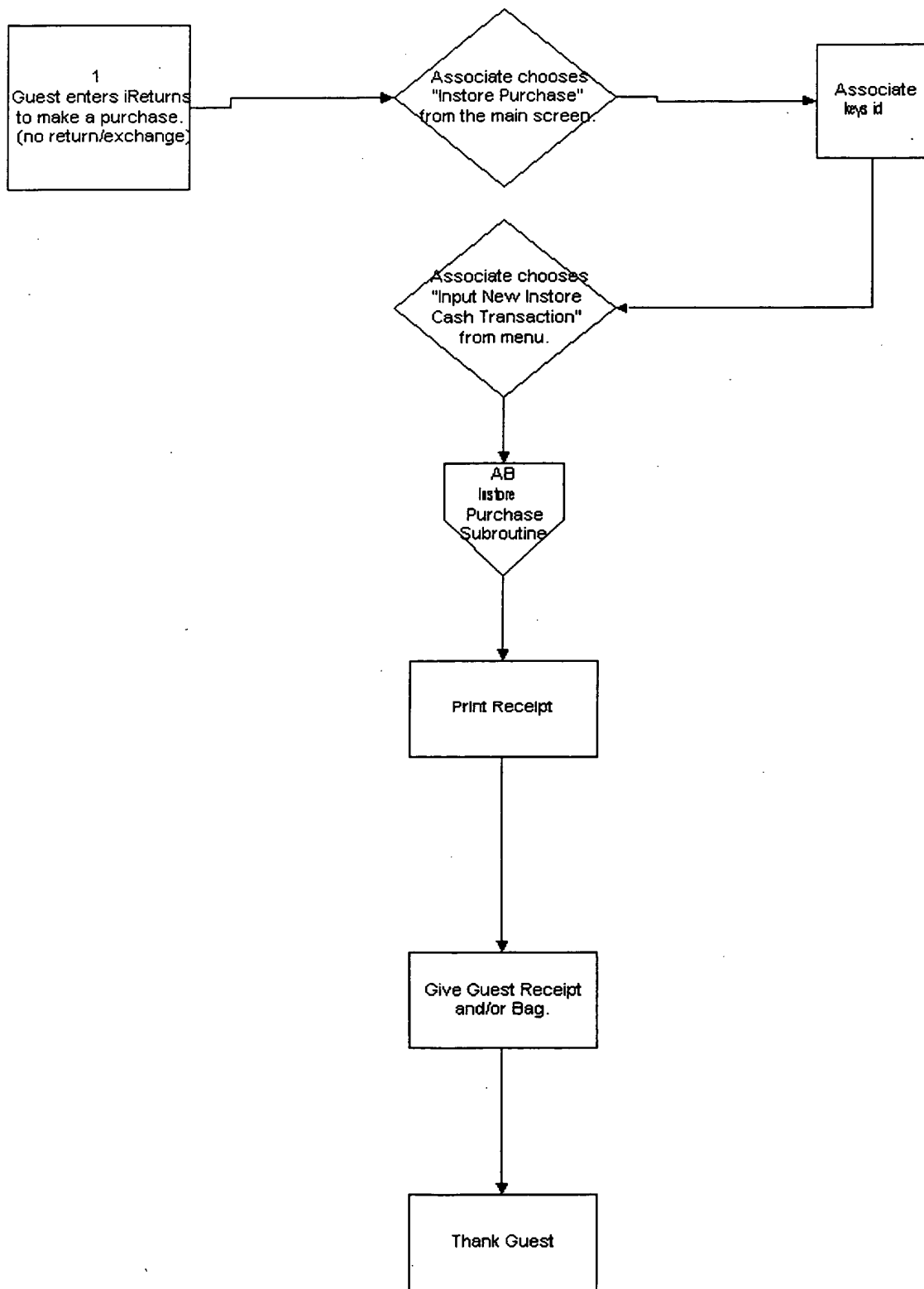
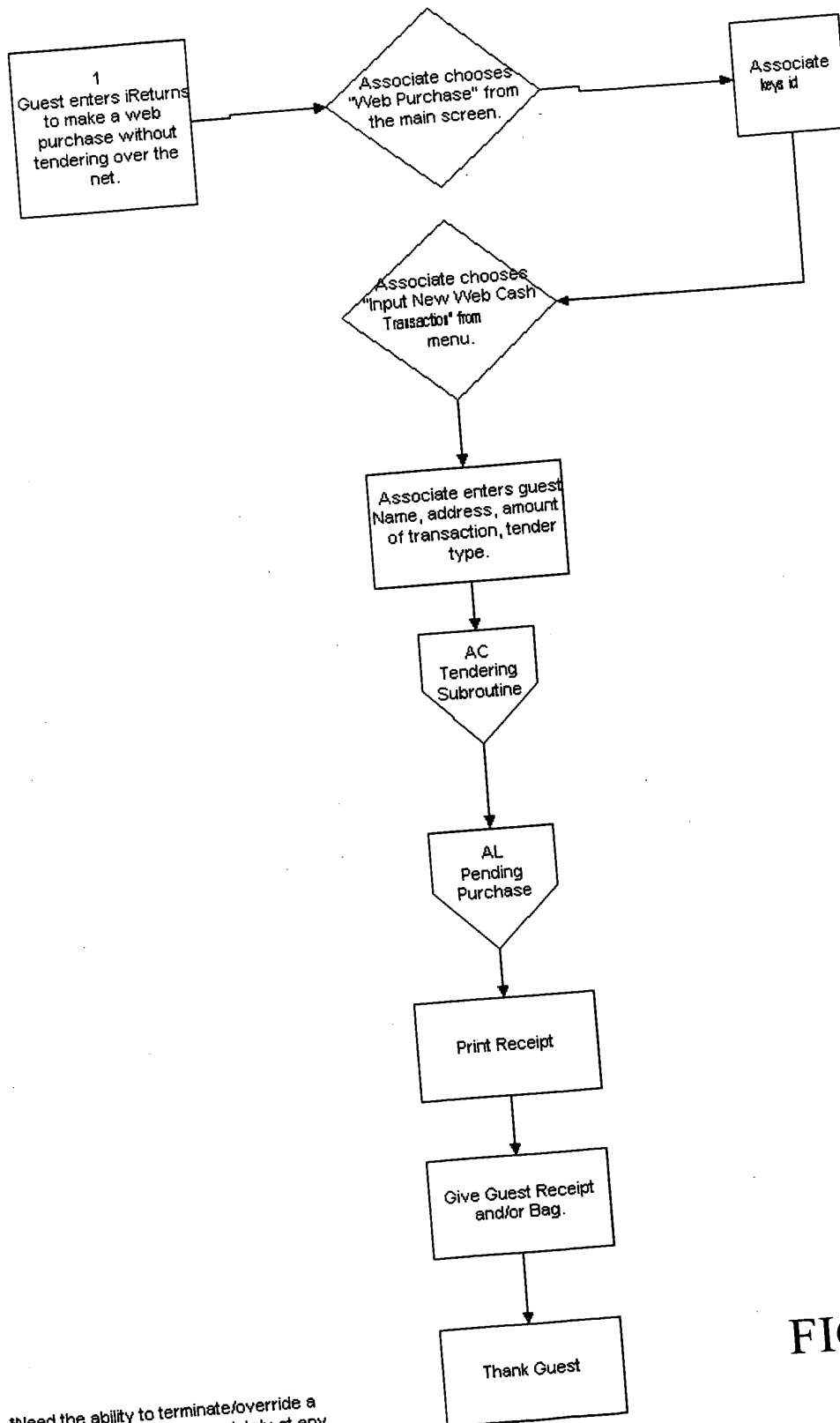


FIG. 6



*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 7



*Need the ability to terminate/override a transaction partially or completely at any time.

FIG. 8

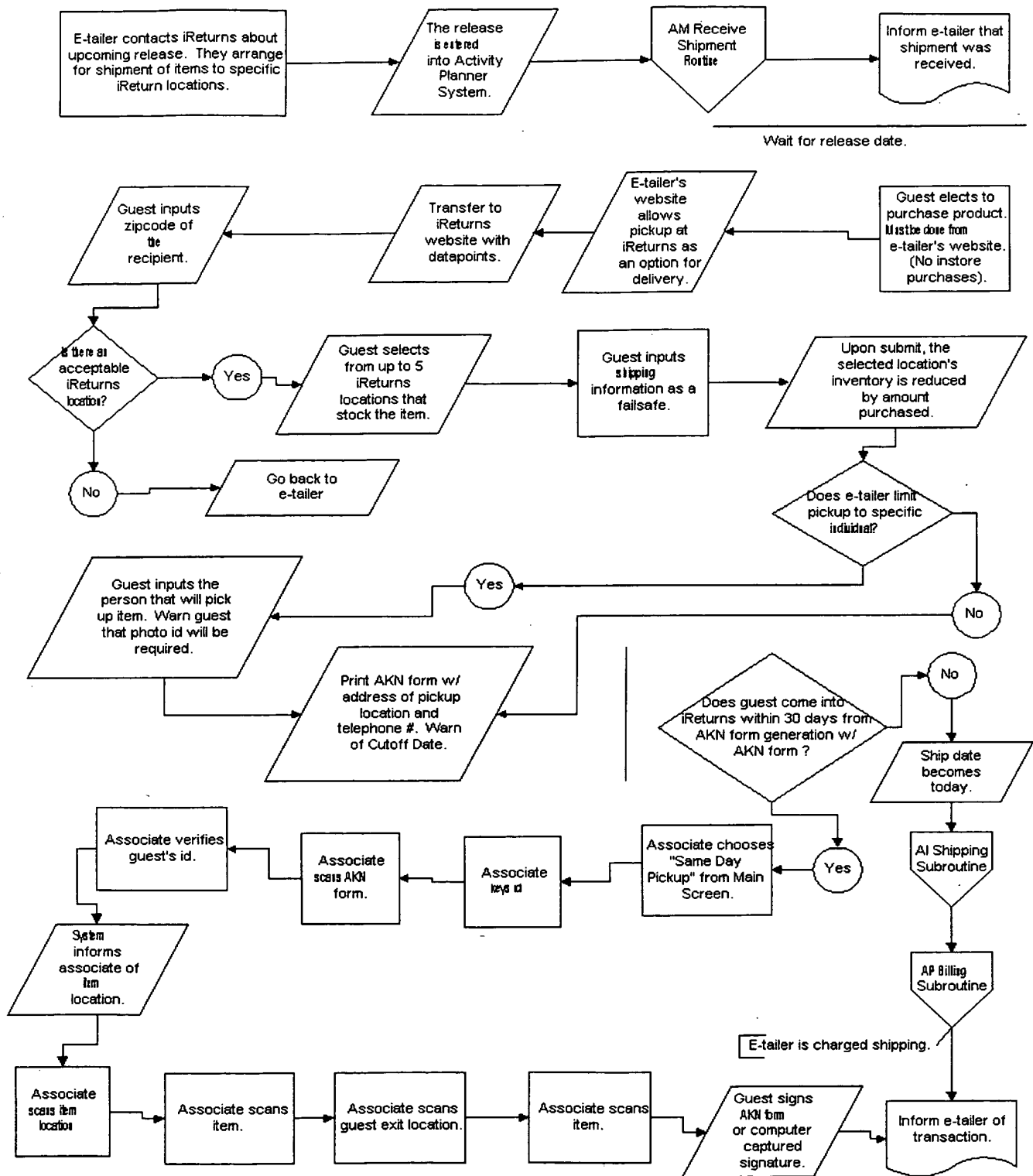


FIG. 9

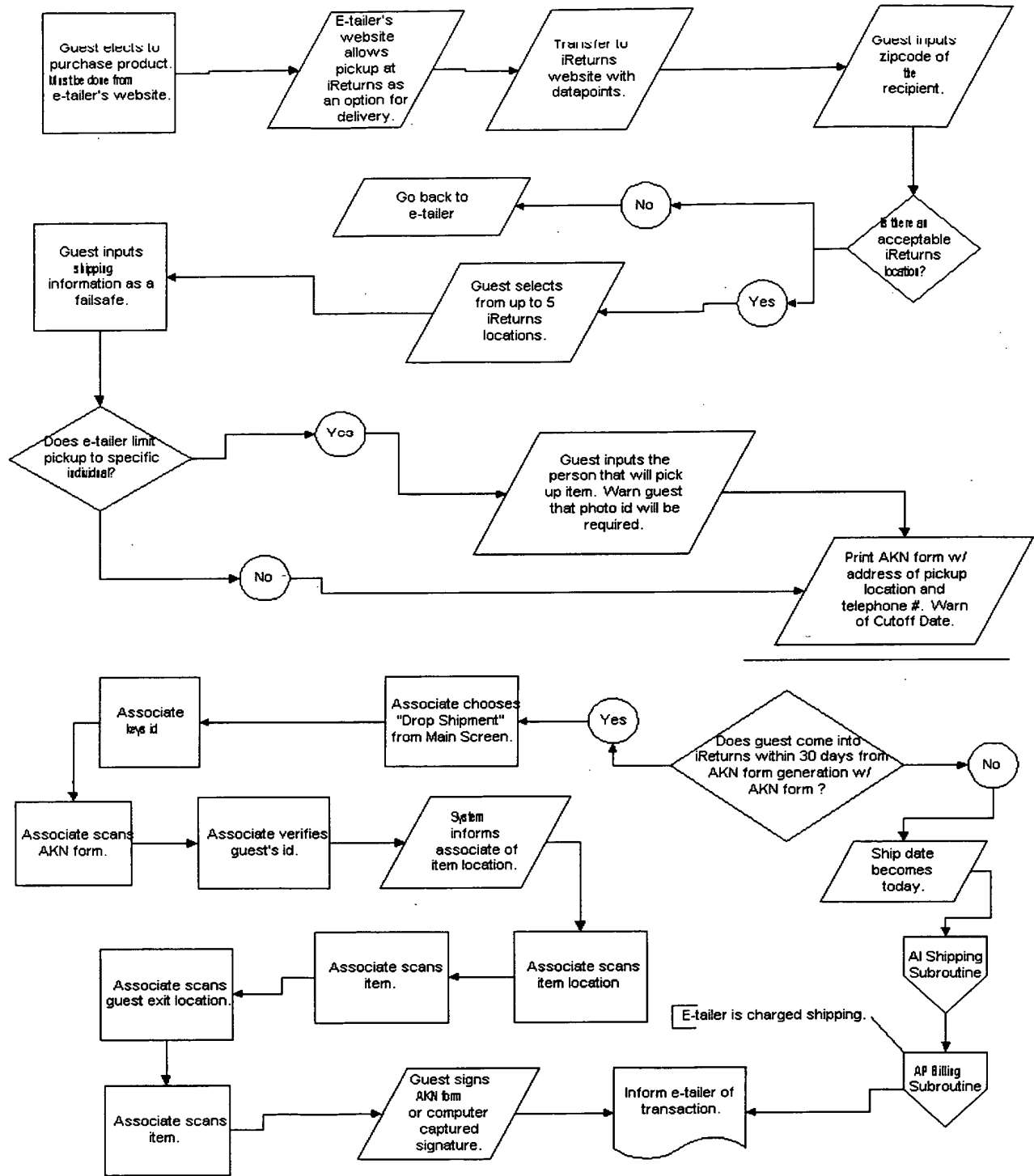


FIG. 10

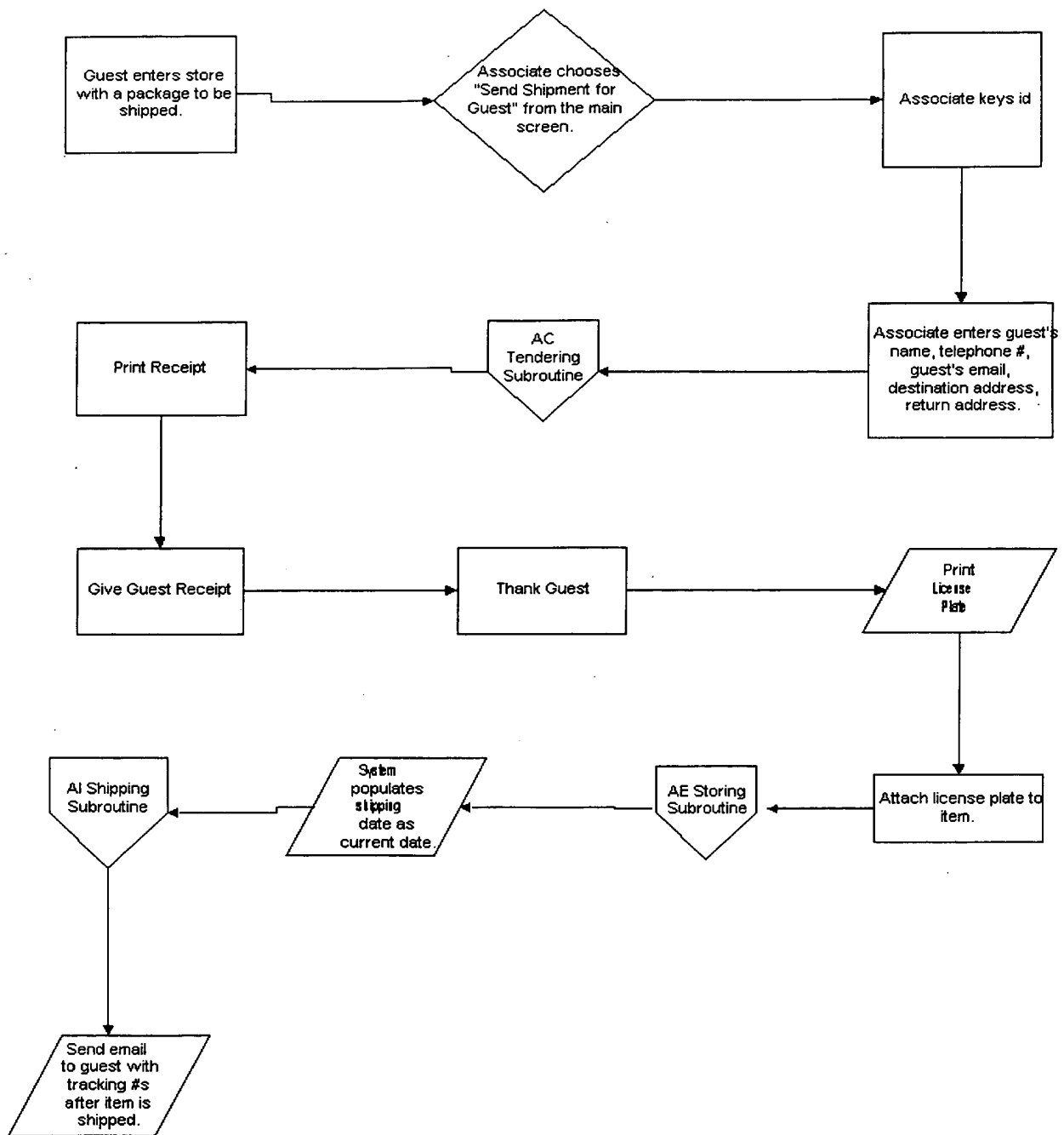


FIG. 11

FIG. 12

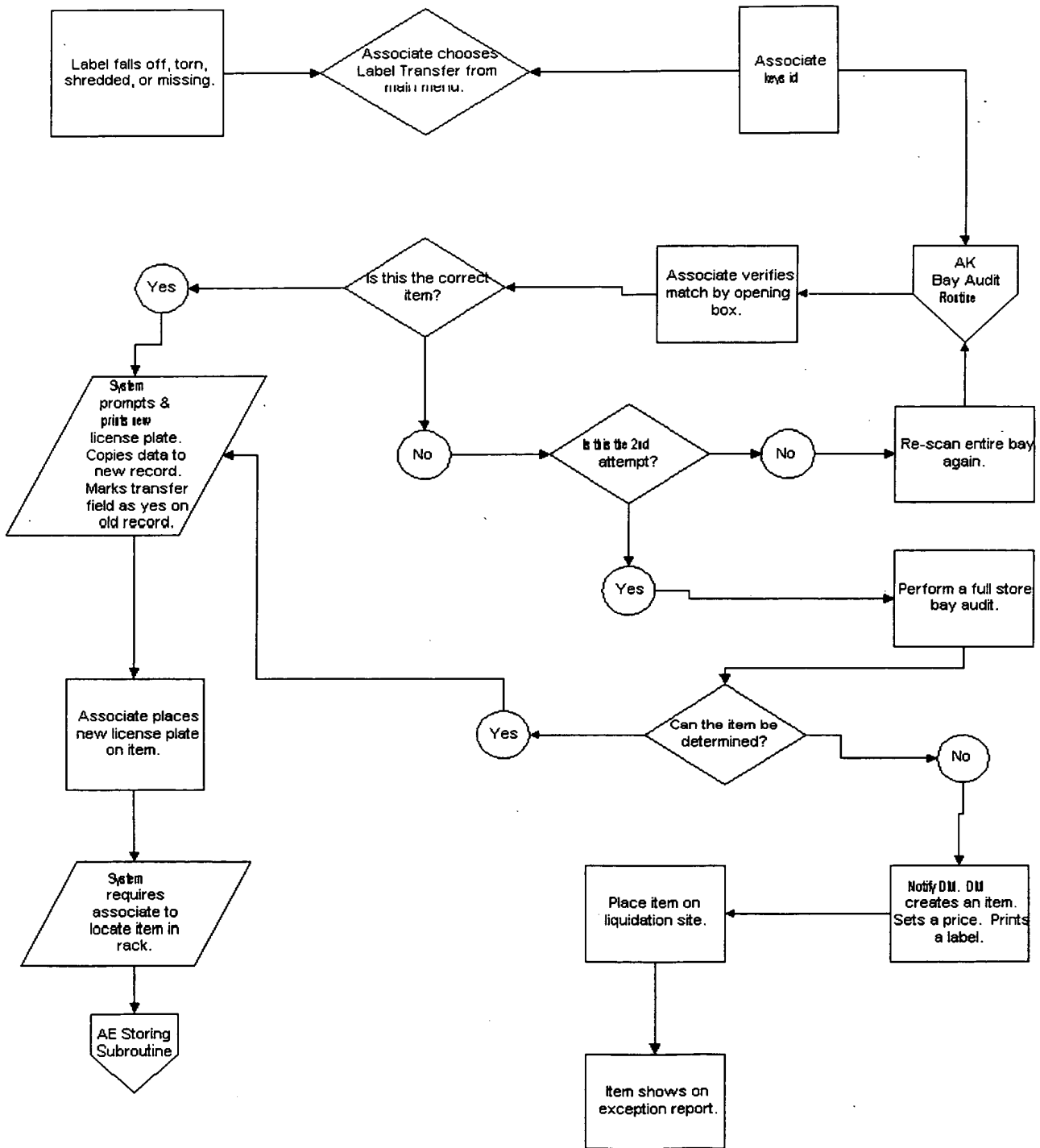


FIG. 12

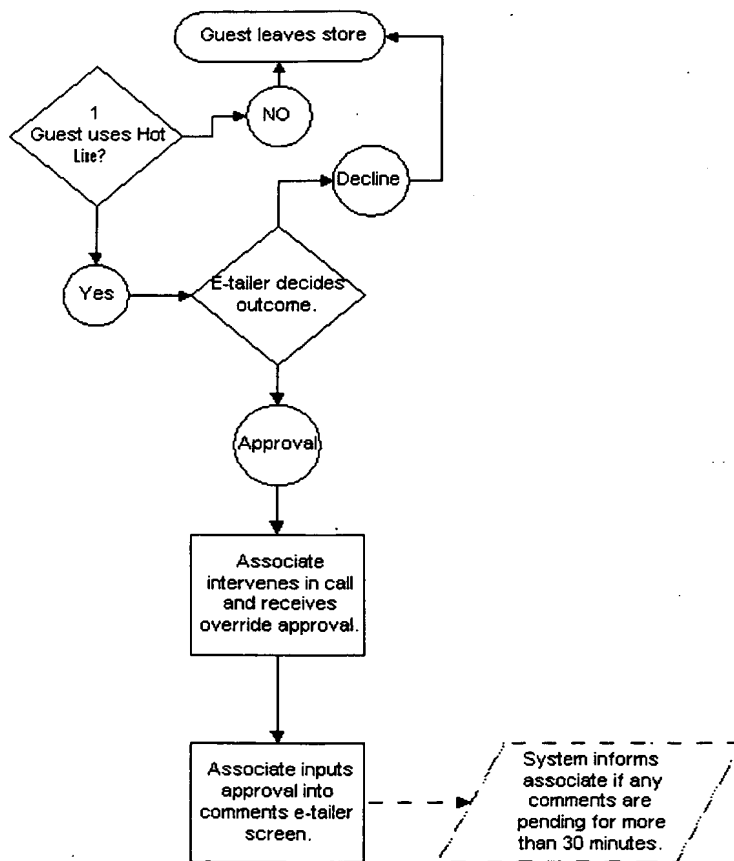


FIG. 13

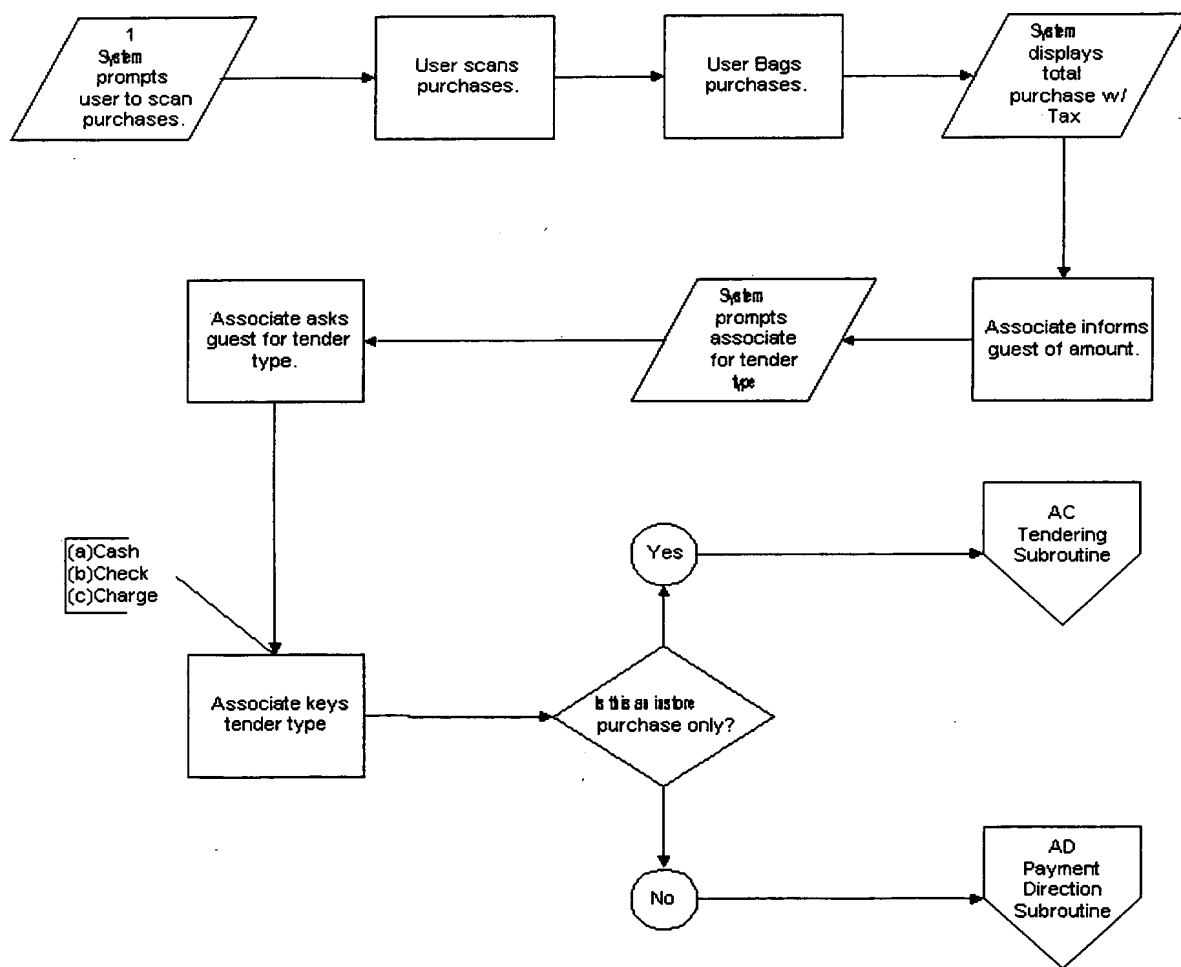
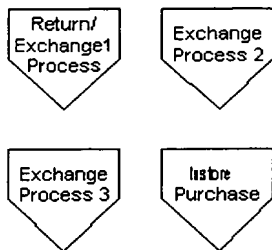


FIG. 14

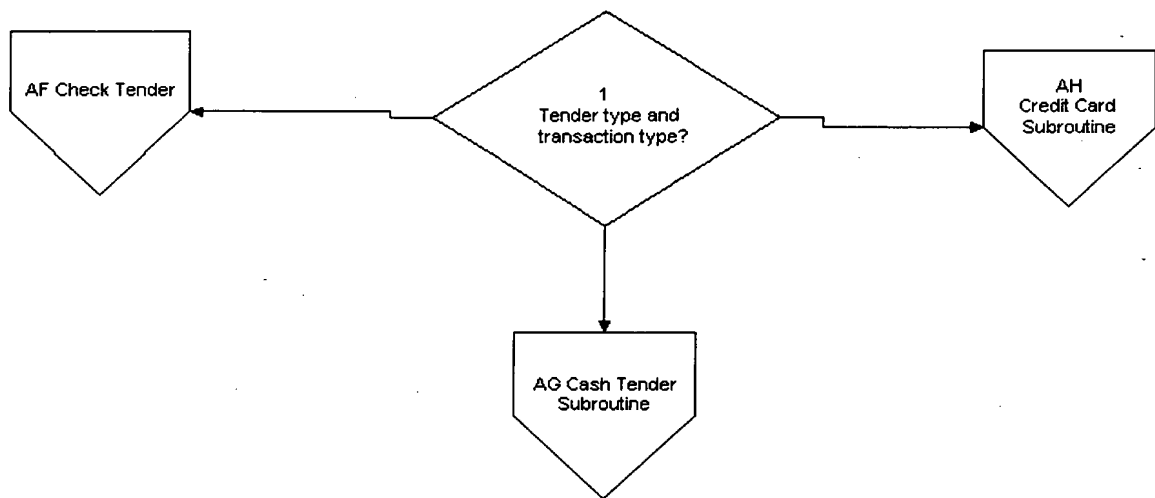
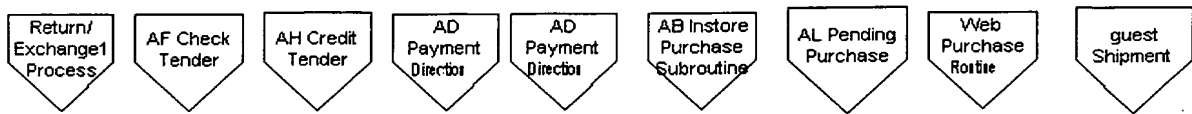


FIG. 15

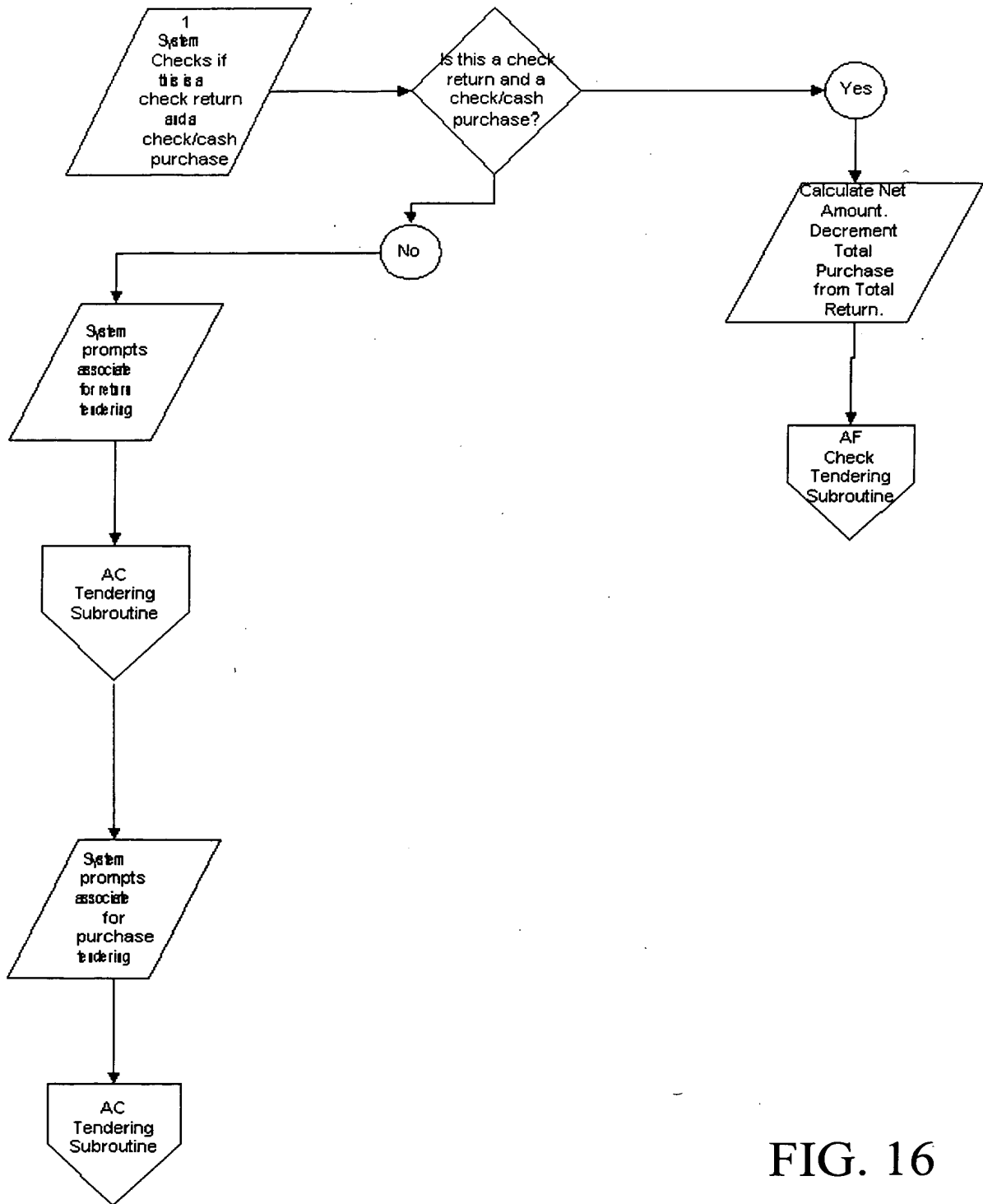
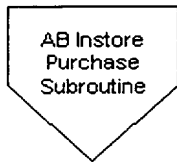


FIG. 16

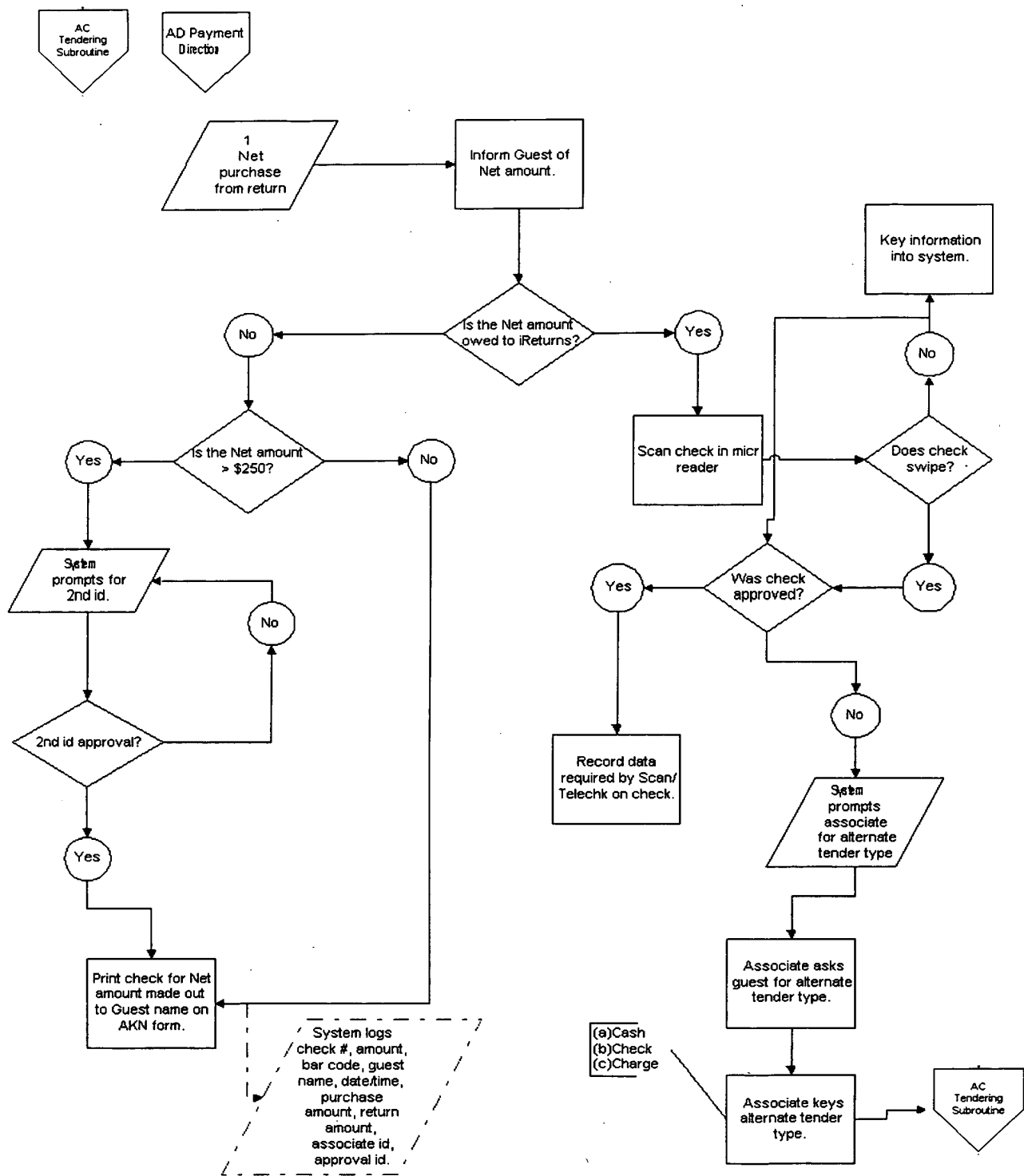


FIG. 18

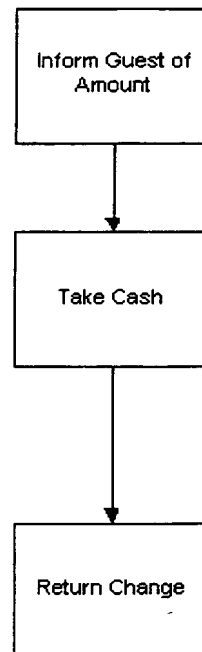


FIG. 19

AC
Tendering
subroutine

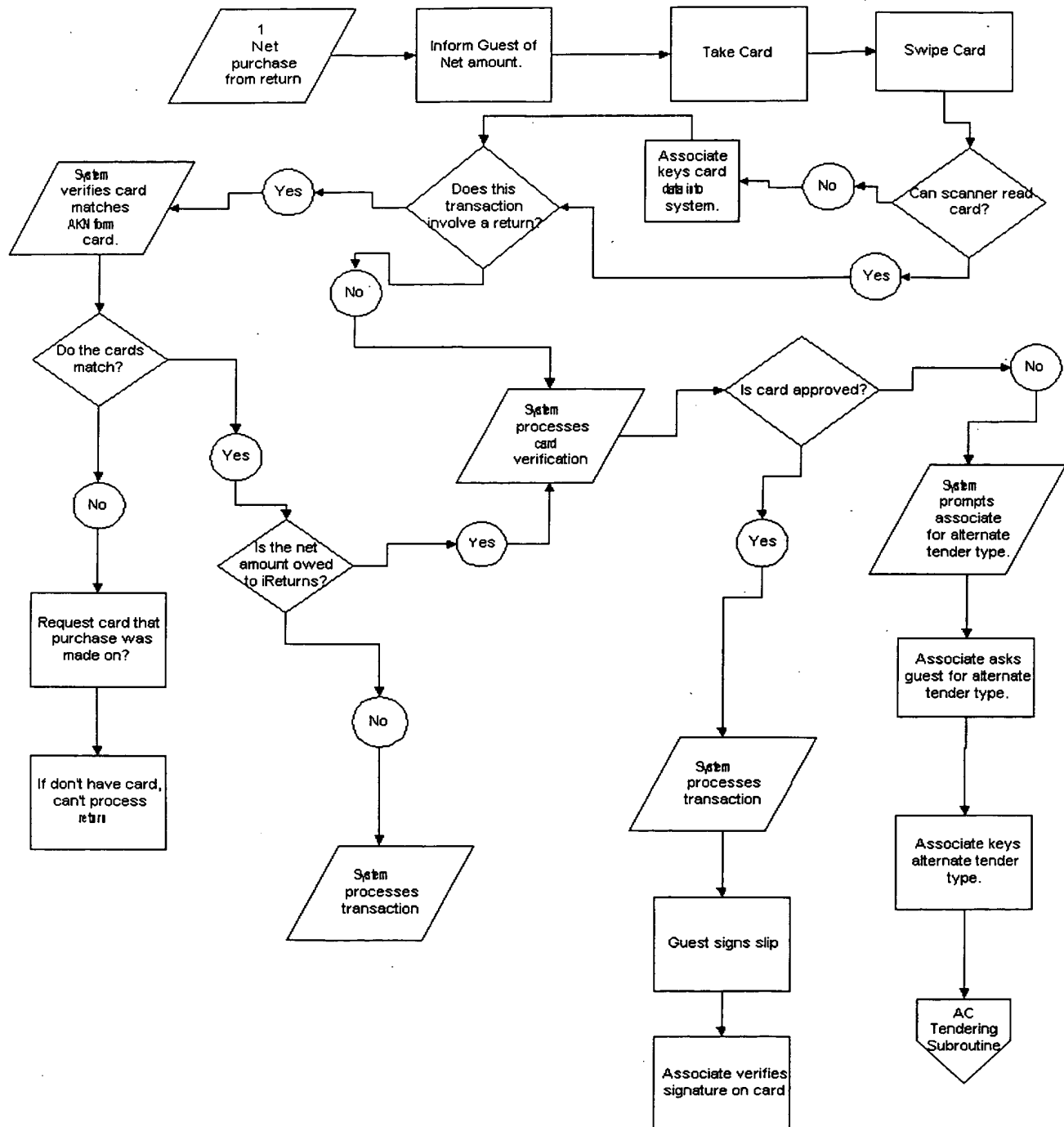


FIG. 20

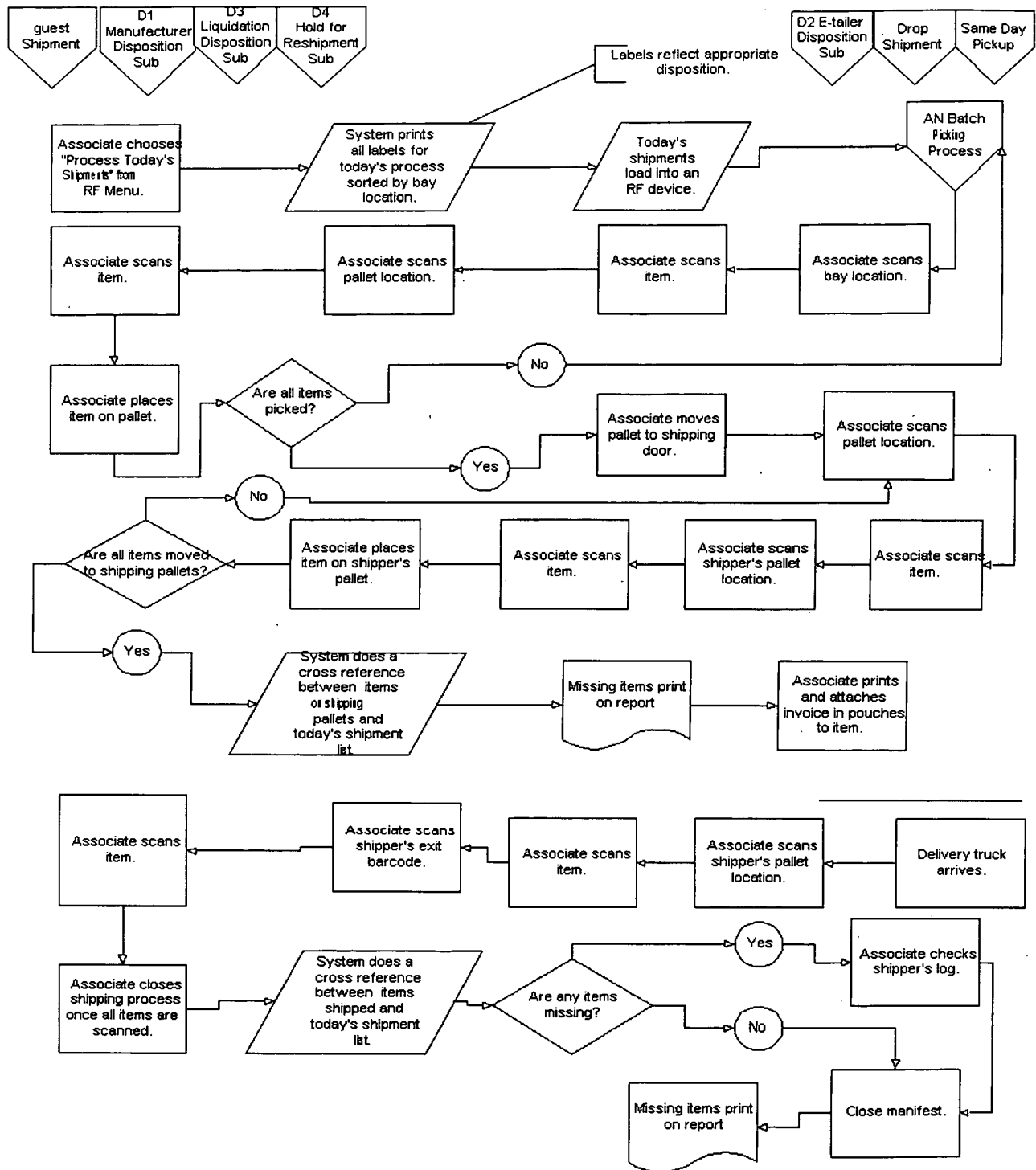


FIG. 21

License Plate Transfer

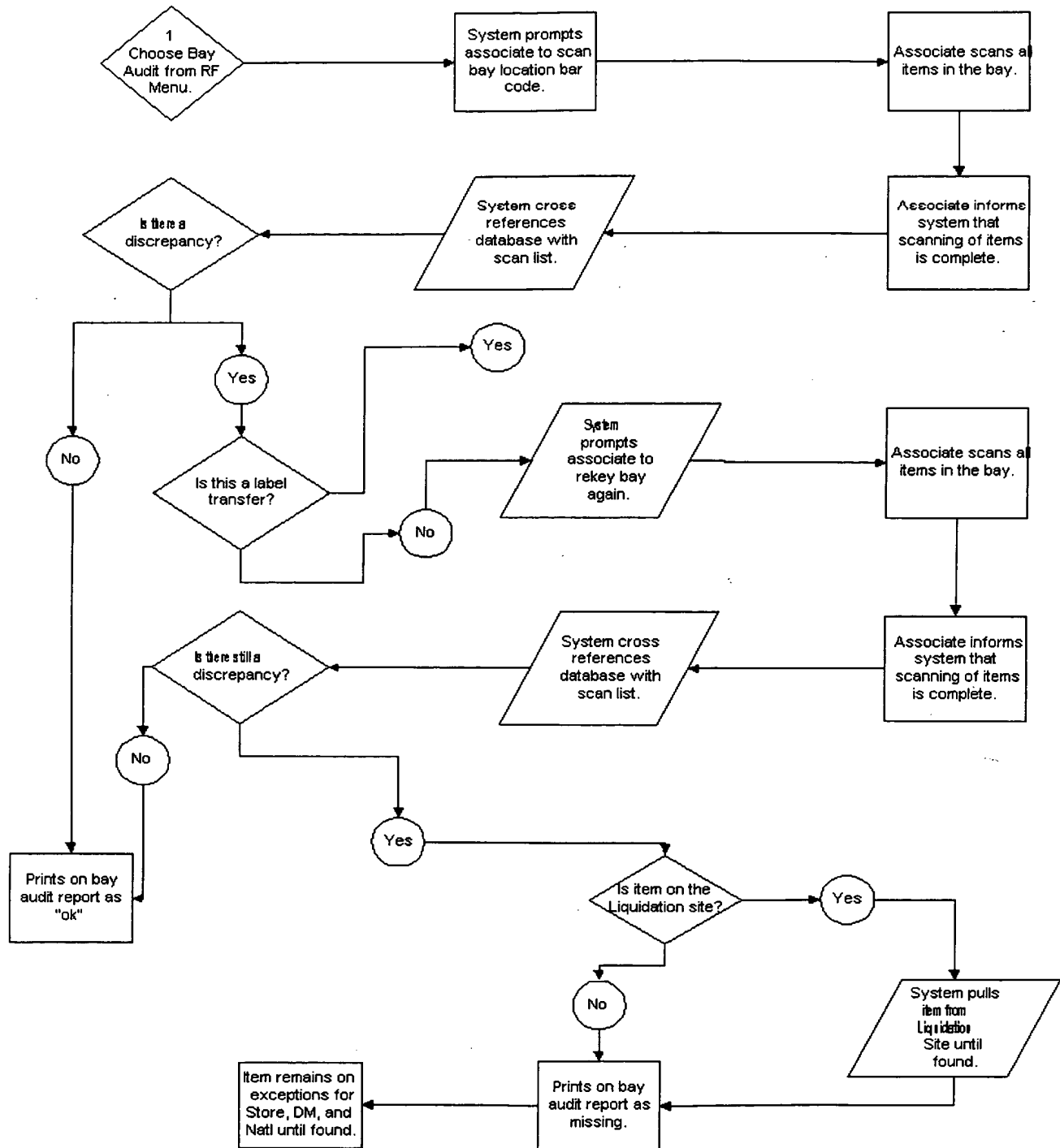


FIG. 22

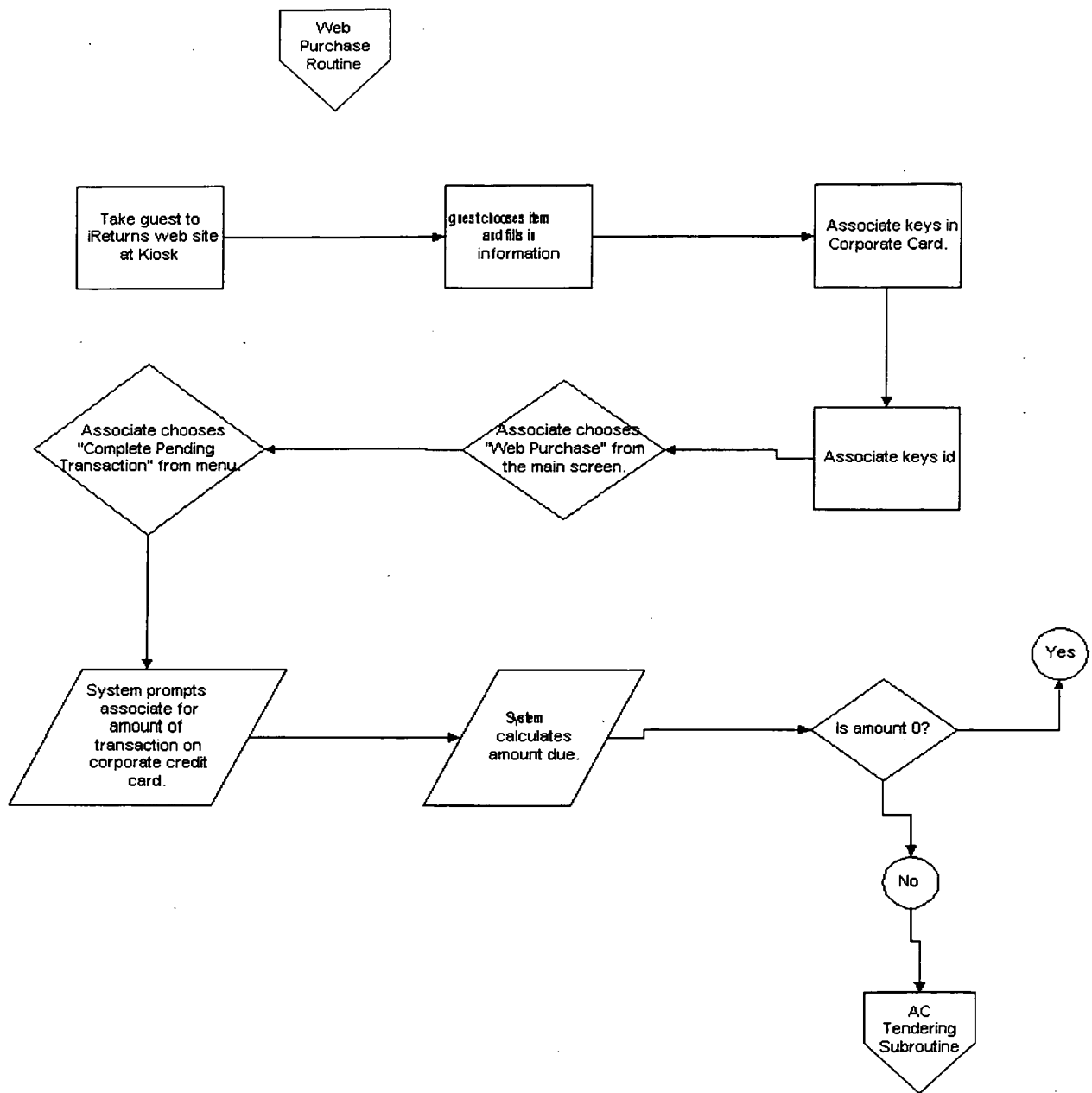


FIG. 23

Same Day
Pickup

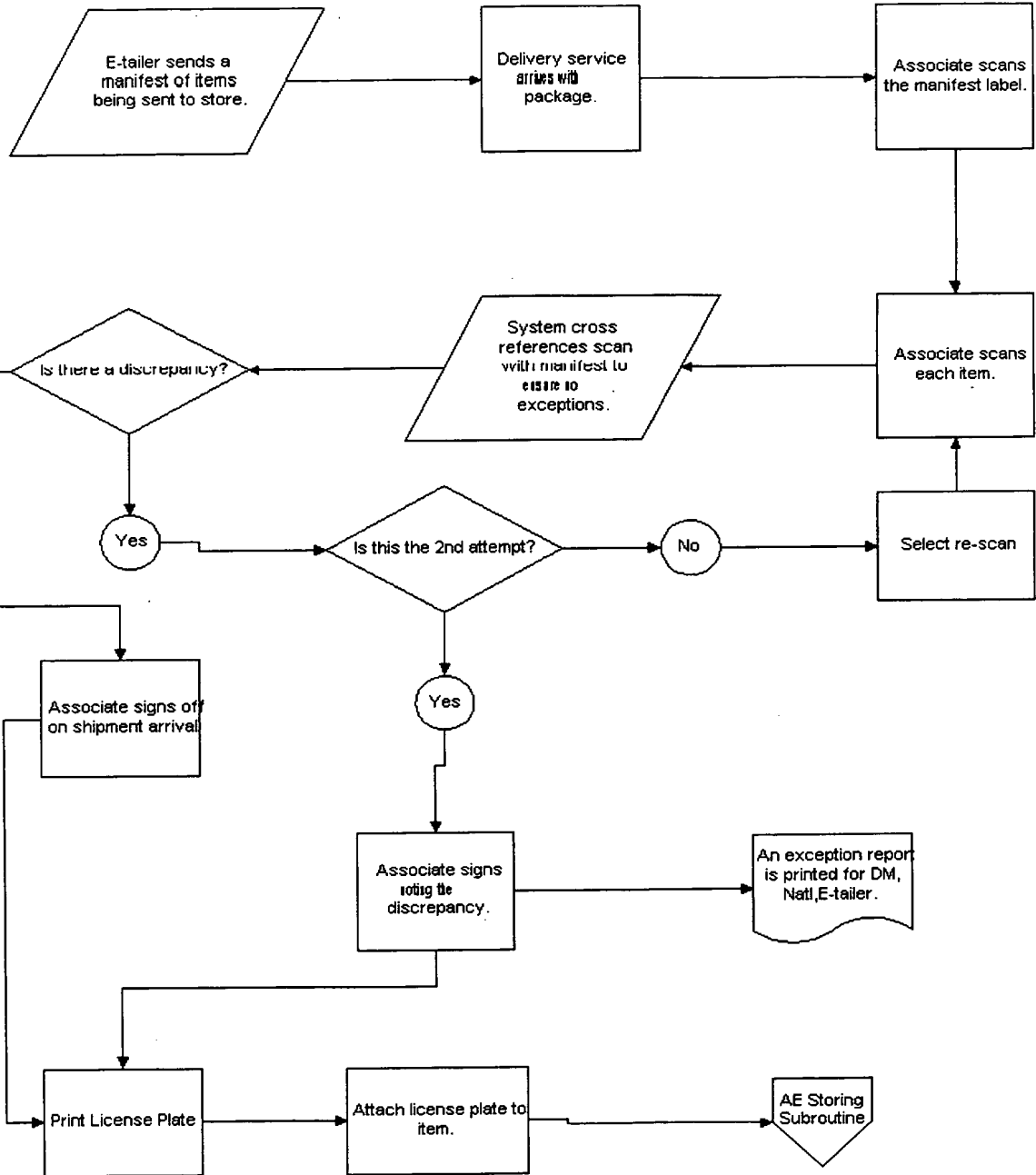


FIG. 24

AI Shipping
Subroutine

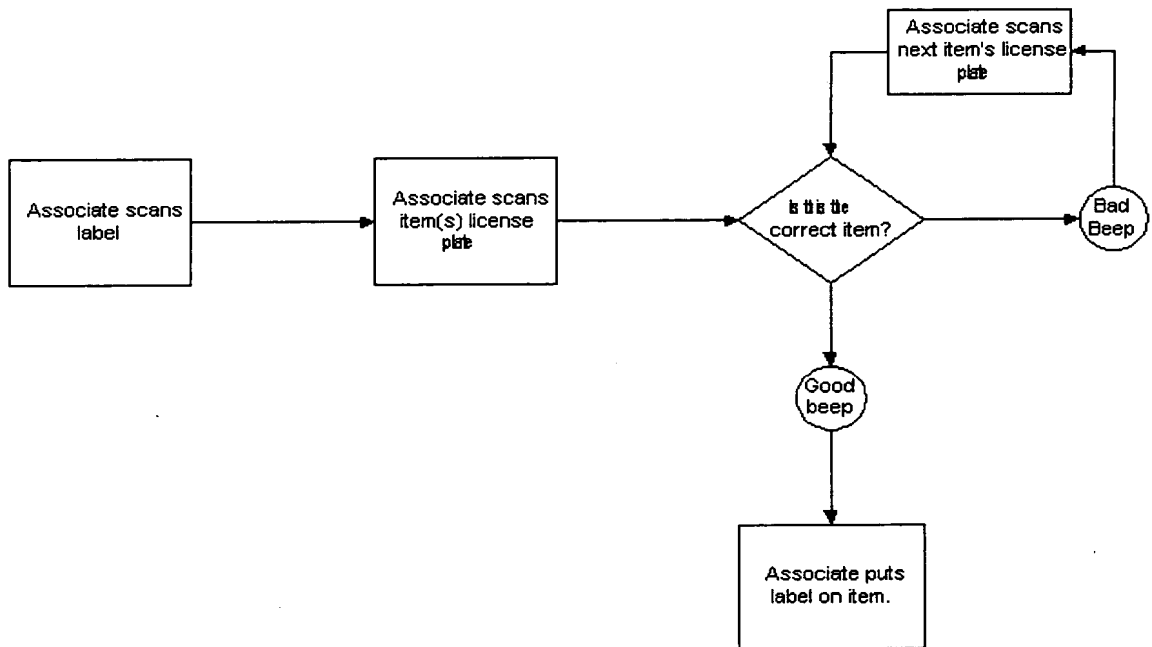


FIG. 25

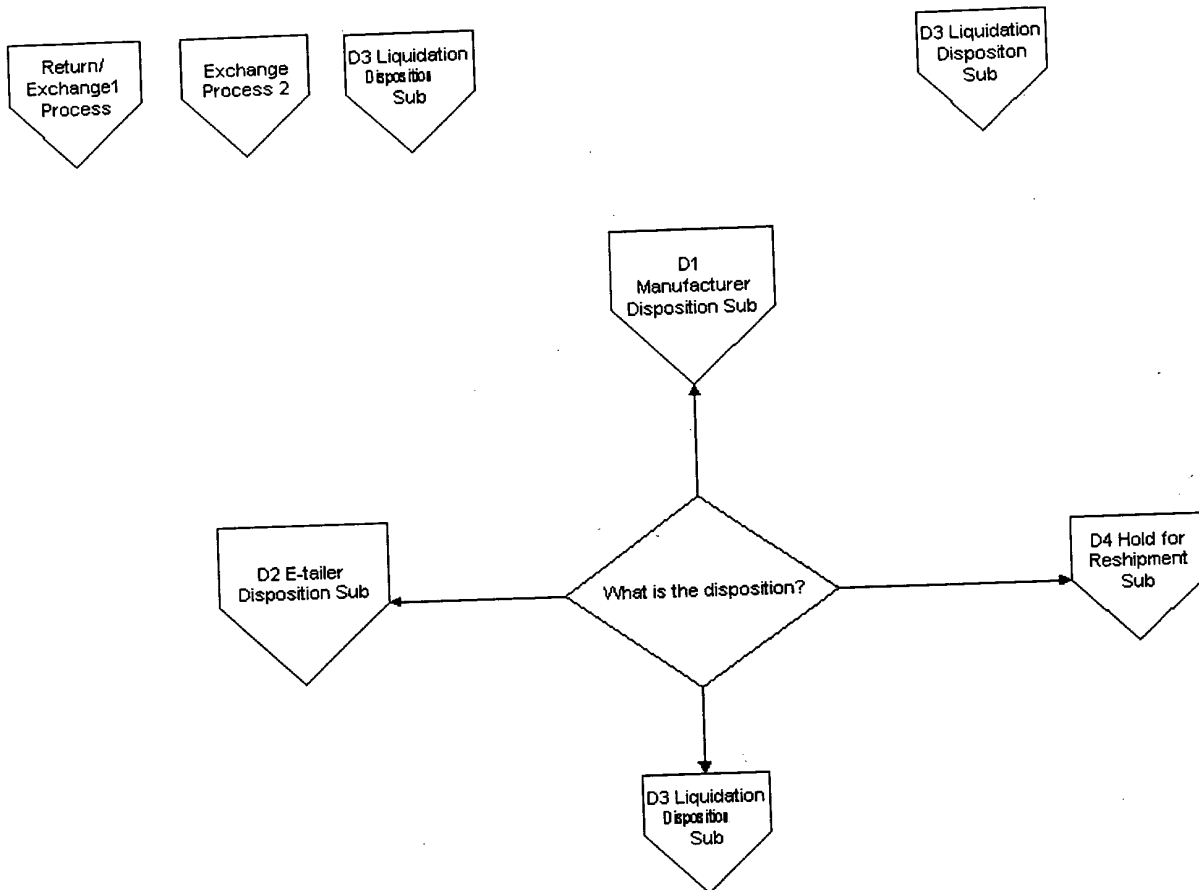


FIG. 26

D1
Manufacturer
Disposition
Sub

D2 E-tailer
Disposition
Sub

Same Day
Pickup

Drop
Shipment

D4
Hold for
Reshipment
Sub

Monthly,
system
consolidates
expenses
and revenue
by e-tailer.

Send checks/bills
to e-tailer.

FIG. 27

20250727 09:00:00

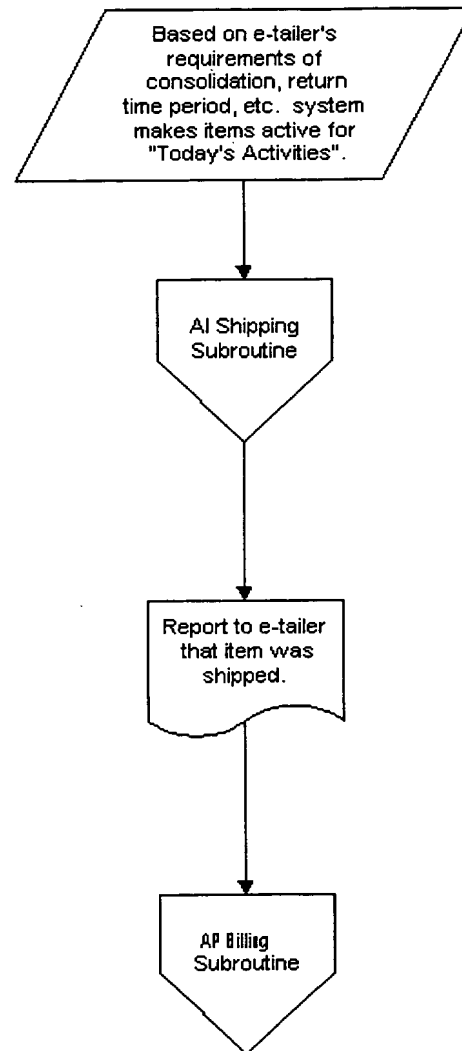
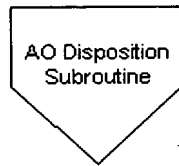


FIG. 28

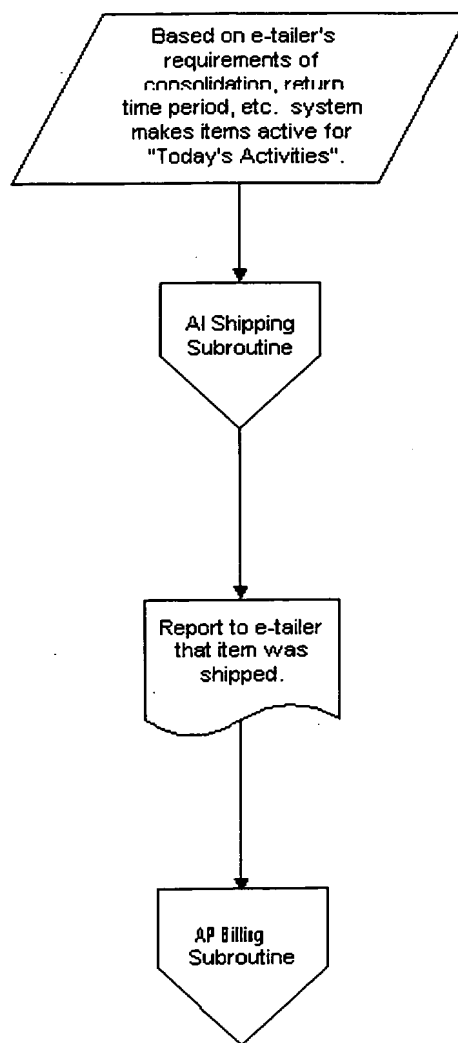
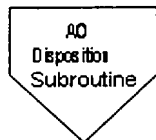
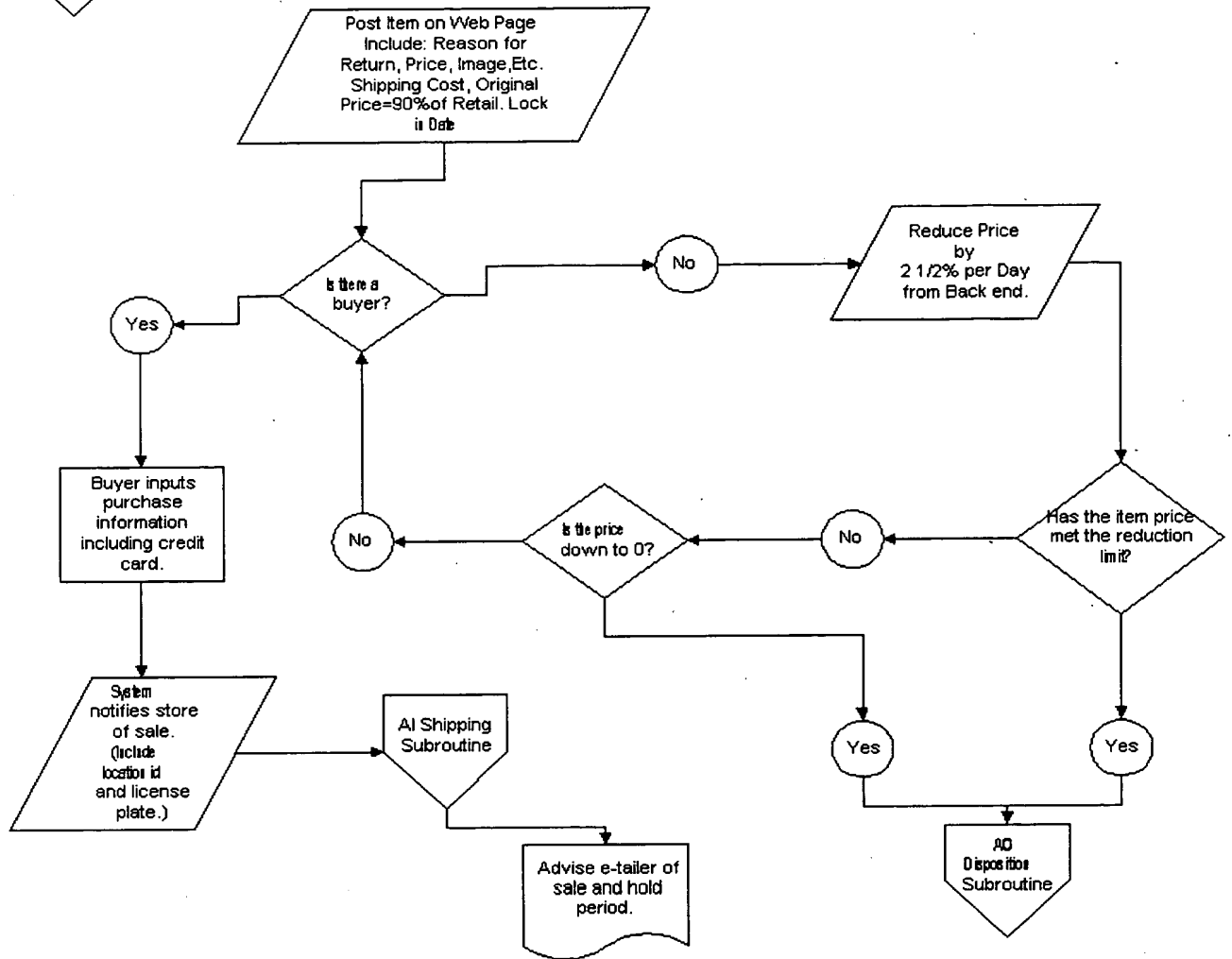


FIG. 29

AO Disposition
Subroutine



Wait until warranty period is over.

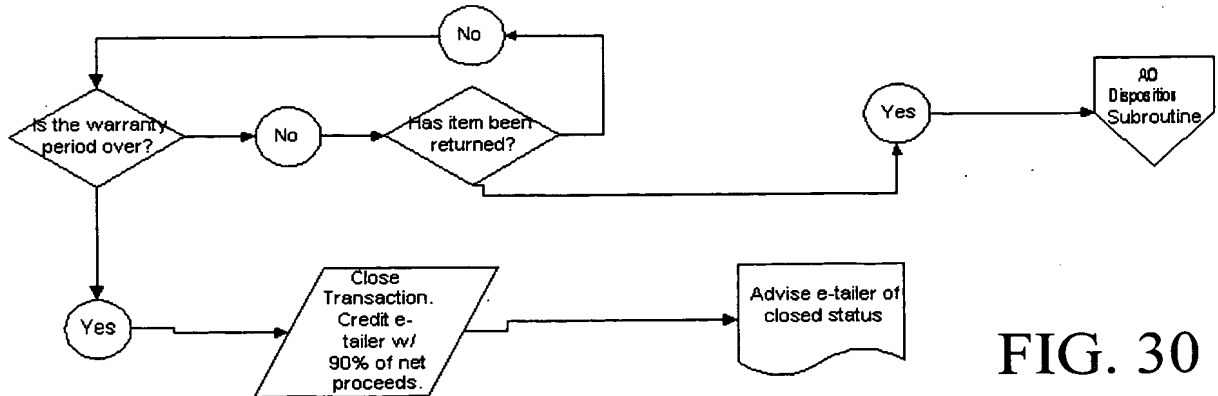


FIG. 30

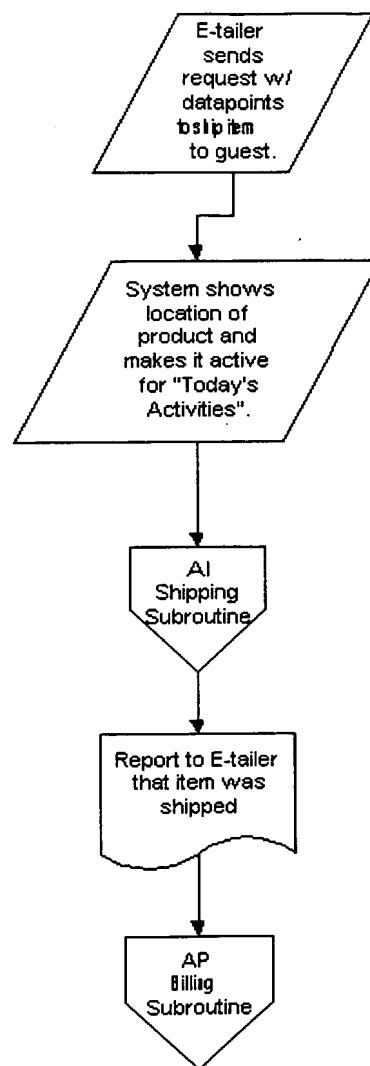


FIG. 31

Return/Exchange

Web Purchase

Same Day Pickup

Enter E-tailer's Comments

Instore Purchase

Drop Shipment

Ship Item for Guest

E-tailer Info List

Time & Attendance

Activity Planner

E-mail Center

Report Listing

RF Applications

System Maintenance

Access Policies/Procedures

FIG. 32

RF Application Menu

- (1) Relocate Merchandise
- (2) Shipping Procedure
- (3) Bay Audits
- (4) Label Transfer
- (5) Take-in Direct Shipments

FIG. 33

000415 05250
T05250 511300

Enter guest Information

First Name: _____

Last Name: _____

Address 1: _____

Zip Code: _____

City: Fill-in Based on Zip Code

Amount of Transaction: \$ _____

Check

☐

Cash

☐

Credit Card

☐

Gift Certificate

☐

Other

Submit

FIG. 34

Date of Issue: 7/1/2000

E-tailer Name: Amazon

Customer Name: Lance Casler

Customer Address: 23 Pershing Avenue
Ridgewood, NJ 07450

Item Description: Book

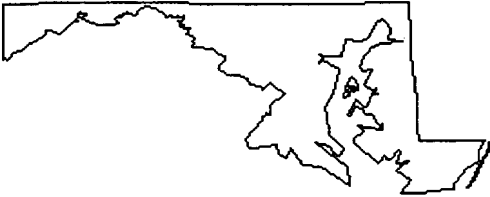
Item Returned: Harry Potter and the Chamber of Secrets

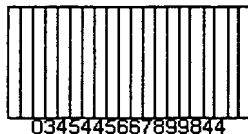
Amount of Return: \$10.00

****You must bring this form with the following items by 8/1/2000****

Terms of Return:

1. Book
2. Book Sleeve

IF iReturns IN CITY	IF iReturns NOT IN CITY
iReturns location: <u>90 Painters Mill Rd</u> <u>Suite 2000</u> <u>Owings Mills, MD</u> <u>21117</u>	PLEASE MAIL PRODUCT TO:
Returns Phone #: <u>(410)455-2338</u>	<u>90 Painters Mill Road</u>
iReturns Hours: <u>9 AM to 10PM</u>	<u>Suite 2000</u>
	<u>Owings Mills, MD 21117</u>
Driving Directions:	
	
Take I-95S to I-695 W to 83 S.	



Authorization #: 39488588392020

FIG. 35

FIG. 36

Ship From:
iReturns.com Inc.
Store 1122333
90 Painters Mill Rd
Suite 200
Owings Mills, MD 21117

Ship To:
Lance Casler
23 Pershing Ave
Ridgewood, NJ 07452

UPS Bar Code

2345699843218849

0345445667899844

iReturns License Plate

Item Name: Harry Potter and the Chamber of Secrets Item Description: Book

Shipper: UPS Location: AO1

FIG. 36

Please check that you have all of the items required by your e-tailer in order to process your return.

<u>Items:</u>	<u>Have:</u>	<u>Missing:</u>
(1) Book	<input type="checkbox"/>	<input type="checkbox"/>
(2) Book Sleeve	<input type="checkbox"/>	<input type="checkbox"/>

SUBMIT

CANCEL

FIG. 38

Store Number: 1122333

= Type of Store

= Region

= Store

License Plate: aaaaabbbbbbbccccc

a = e-tailer

b = date (mm/dd/yy)

c = item #

FIG. 39

First Name
 Last Name
 Phone #
 E-tailer Name
 E-tailer ID
 E-tailer Authorization #
 E-tailer Contact #
 E-tailer Contact Name
 RMA # (Return Manufacturer Authorization #)
 Length of Acceptable Return
 Customer Service #
 Intrusive or nonintrusive e-tailer
 Credit Card # - (1)
 Credit Card type - (1)
 Credit Card Expiration Date - (1)
 Item Description - (1)
 Item Manufacturer - (1)
 Item Serial # - (1)
 Item Cube - (1)
 Item Weight - (1)
 Item Dimensions - (1)
 Item Special Handling Instructions - (1)
 Item Purchase Price w/out Tax - (1)
 Item Purchase Price w/ Tax - (1)
 Item Return Price w/out Tax - (1)
 Item Return Price w/ Tax - (1)
 Reason for Return - (1)
 Image of Item - (1)
 Insurance requirements for shipping - (1)
 Terms for a valid return - (1)
 SKU # - (1)
 Exchange Item - (1)
 Exchange Item Price - (1)
 Exchange Item Manufacturer - (1)
 Exchange Item Serial # - (1)
 Exchange Item SKU # - (1)
 Primary Disposition Type- (1)
 Primary Disposition: Street Address - (1)
 Primary Disposition: City - (1)
 Primary Disposition: State - (1)
 Primary Disposition: Zip Code - (1)
 Secondary Disposition Type- (1)
 Secondary Disposition: Street Address - (1)
 Secondary Disposition: City - (1)
 Secondary Disposition: State - (1)
 Secondary Disposition: Zip Code - (1)
 Ultimate Disposition Type- (1)
 Ultimate Disposition: Street Address - (1)
 Ultimate Disposition: City - (1)
 Ultimate Disposition: State - (1)
 Ultimate Disposition: Zip Code - (1)
 Manufacturer Warranty - (1)
 Credit Card # - (2)
 Credit Card type - (2)
 Credit Card Expiration Date - (2)
 Item Description - (2)
 Item Manufacturer - (2)
 Item Serial # - (2)
 Item Cube - (2)
 Item Weight - (2)
 Item Dimensions - (2)
 Item Special Handling Instructions - (2)
 Item Purchase Price w/out Tax - (2)
 Item Purchase Price w/ Tax - (2)
 Item Return Price w/out Tax - (2)
 Item Return Price w/ Tax - (2)
 Reason for Return - (2)
 Image of Item - (2)
 Insurance requirements for shipping - (2)
 Terms for a valid return - (2)
 SKU # - (2)

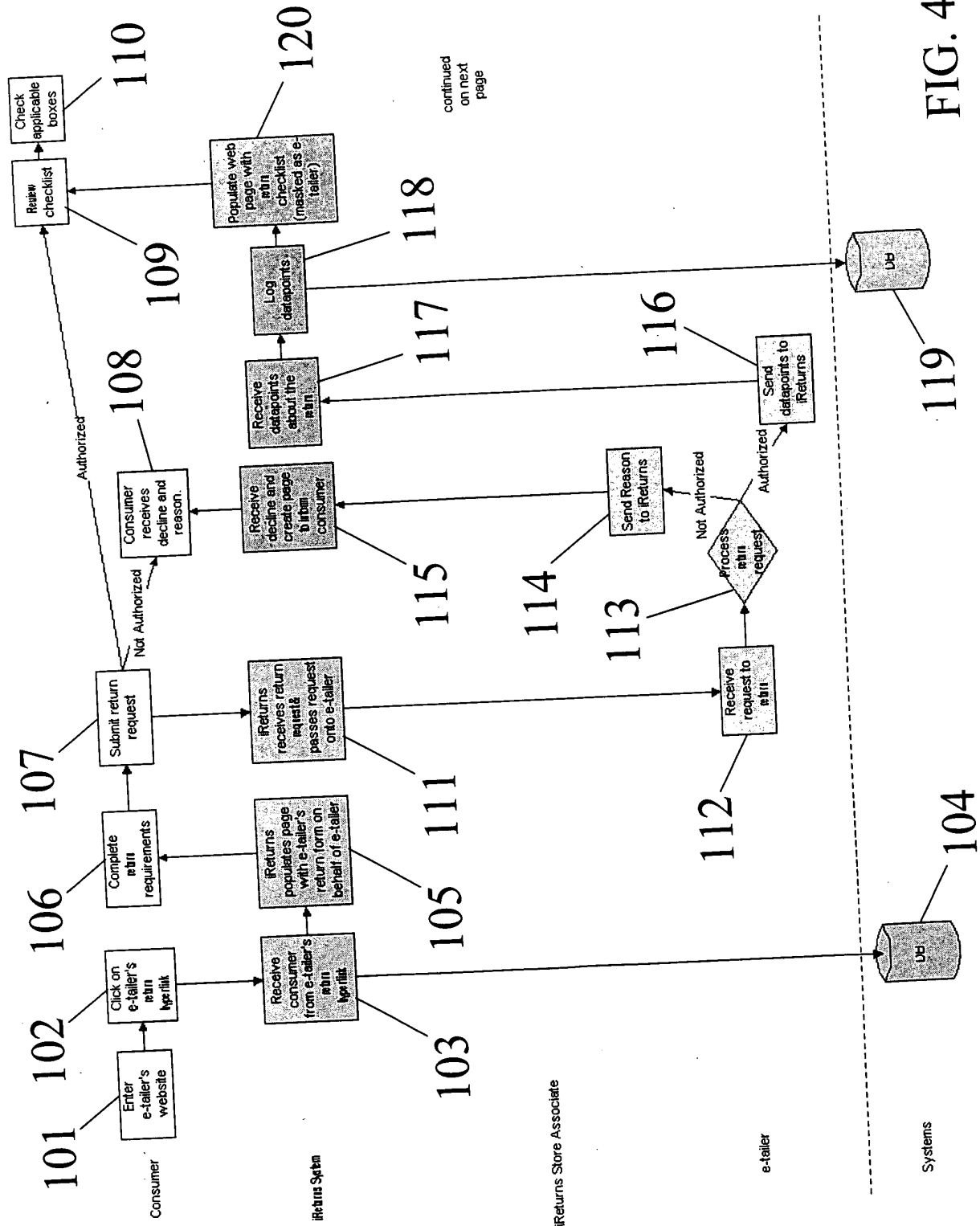
FIG. 40

Exchange Item - (2)
Exchange Item Price - (2)
Exchange Item Manufacturer - (2)
Exchange Item Serial # - (2)
Exchange Item SKU # - (2)
Primary Disposition Type- (2)
Primary Disposition: Street Address - (2)
Primary Disposition: City - (2)
Primary Disposition: State - (2)
Primary Disposition: Zip Code - (2)
Secondary Disposition Type- (2)
Secondary Disposition: Street Address - (2)
Secondary Disposition: City - (2)
Secondary Disposition: State - (2)
Secondary Disposition: Zip Code - (2)
Ultimate Disposition Type- (2)
Ultimate Disposition: Street Address - (2)
Ultimate Disposition: City - (2)
Ultimate Disposition: State - (2)
Ultimate Disposition: Zip Code - (2)
Manufacturer Warranty - (2)
Bill To Street Address
Bill To City
Bill To State
Bill To Zip

FIG. 41

<u>Routine Name</u>	<u>Page #</u>	<u>Routine Name</u>	<u>Page #</u>
Return Process - Web (1)	2	Shipping Routine (3)	26
Return Process - Web (2)	3	Receive Shipment Subroutine	27
Return Process - Store (1)	4	Batch Picking Process	28
Return Process - Store (2)	5	Disposition Direction	29
Return Process - Store (3)	6	Guest Pickup Subroutine	30
Return Process - Store (4)	7	Liquidation Routine	31
Instore Purchase	8	Bay Audit Routine (1)	32
Web Purchase	9	Bay Audit Routine (2)	33
Same Day Pickup (1)	10	License Plate Transfer (1)	34
Same Day Pickup (2)	11	License Plate Transfer (2)	35
Drop Shipment (1)	12	Main Menu	36
Drop Shipment (2)	13	RF Application Menu	37
Guest Shipment (1)	14	Web Purchase Form	38
Guest Shipment (2)	15	AKN Form	39
Instore Purchase Subroutine	16	Label Format	40
Tendering Routine	17	Receipt Format	41
Payment Direction	18	Return Checklist (Web)	42
Storage Subroutine	19	Store Number & License Plate	43
Cash Tender Subroutine	20	Data Points (1)	44
Credit Tender Subroutine	21	Data Points (2)	45
Check Tender Subroutine	22	System Arch	46
Create Virtual Account	23	Dynamic RMA Ver 1	47
Shipping Routine (1)	24	Dynamic RMA Ver 2	48
Shipping Routine (2)	25		

FIG. 42



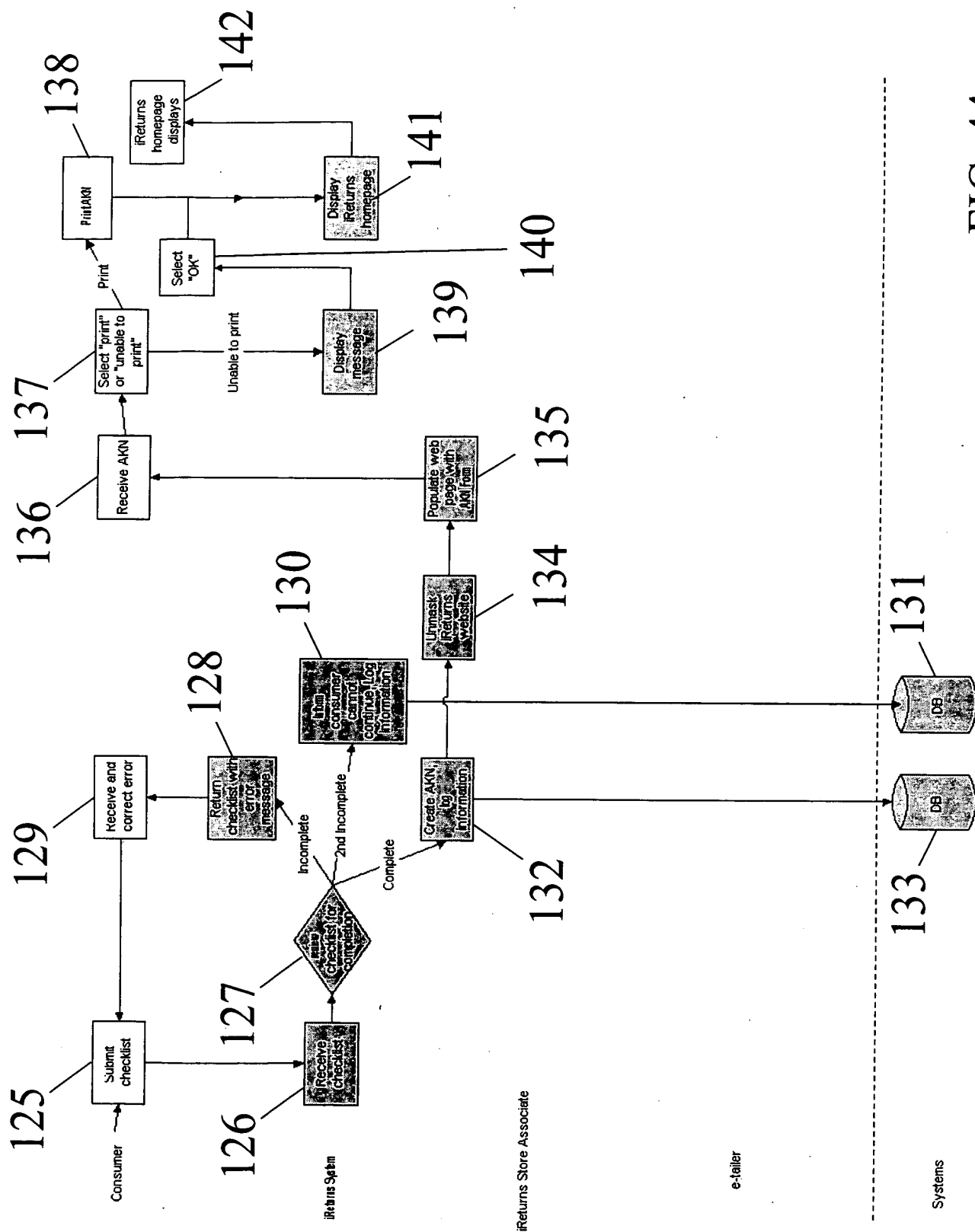


FIG. 44

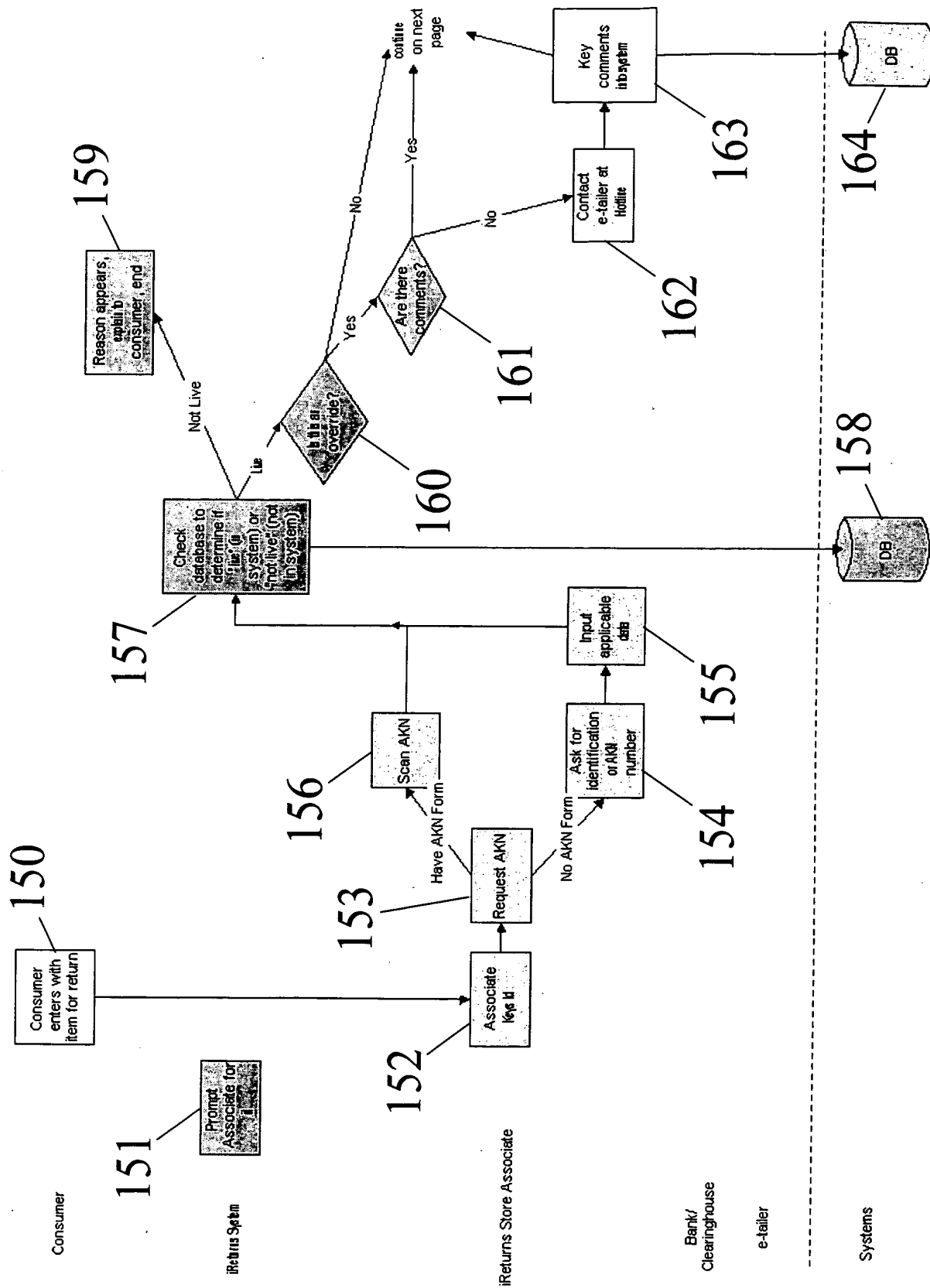


FIG. 45

```

graph TD
    subgraph Consumer
        170[Screen populates w/ terms & prompts for confirmation]
        171{Confirm terms of return are met}
        172[Suspend Transaction, explain to consumer]
        173[Contact e-tailer at hotline]
    end

    subgraph iReturns_System [iReturns System]
        178[Returns receives data and populates comments section of transaction]
        179[Retrieve suspended transaction]
        180[Approach counter]
        181[Suspended transaction appears on screen]
        182[System prompts for transaction type]
        183[Enter type of transaction]
        184[continue on next page]
    end

    subgraph e_Tailer [e-Tailer]
        174{E-tailer decides outcome}
        175[End of Transaction]
        176[Key Approval if decline]
        177[Send data to iReturns]
    end

    subgraph Systems
        DB[(DB)]
    end

    170 --> 171
    171 -- Not Met --> 172
    171 -- Met --> 173
    172 --> 173
    173 --> 174
    174 -- Approve --> 177
    174 -- Decline --> 176
    176 --> 177
    177 --> 178
    178 --> 179
    179 --> 180
    180 --> 181
    181 --> 182
    182 --> 183
    183 --> 184
    184 --> 170
    DB --- 179
  
```

Systems

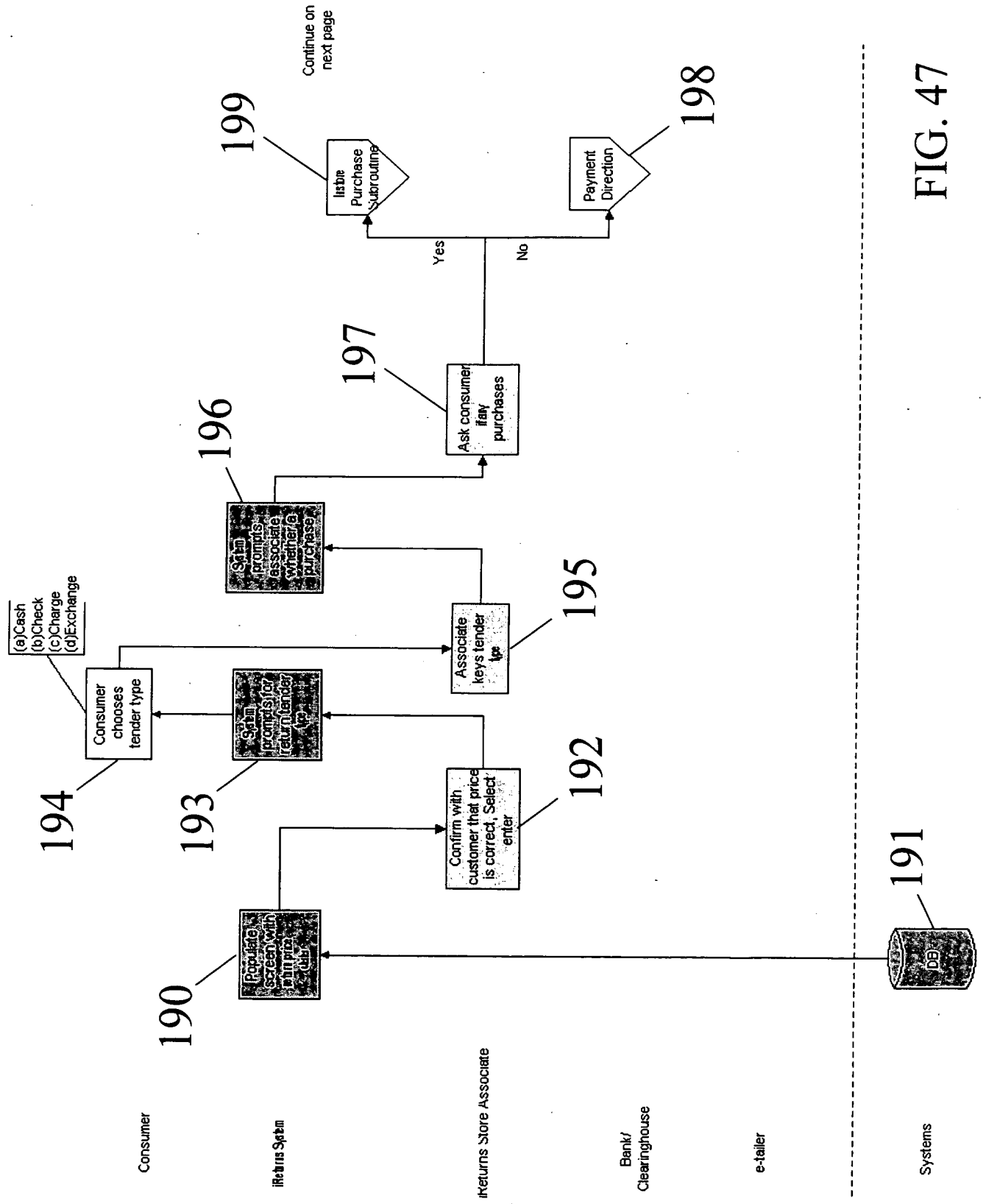


FIG. 47

Consumer

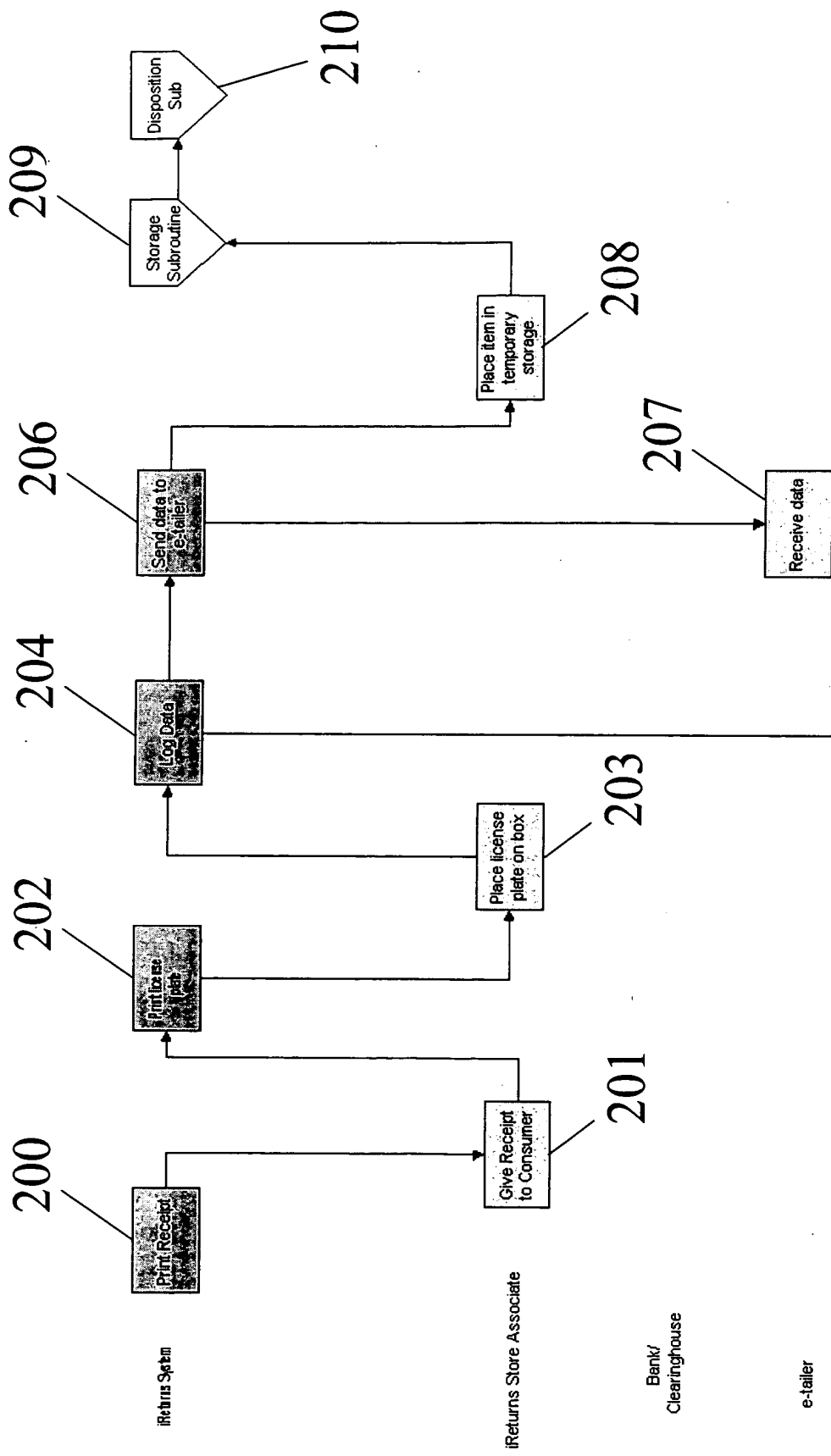


FIG. 48

FIG. 49

*Need the ability to terminate/override a transaction partially or completely at any time.

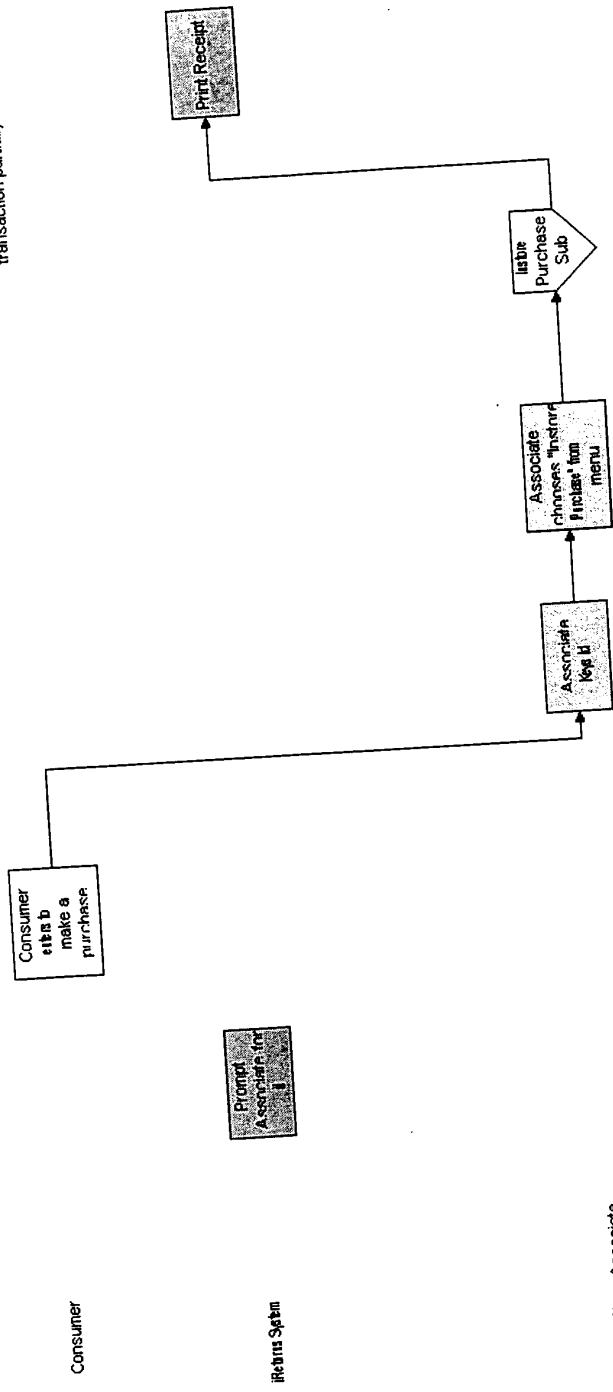


FIG. 49

*Need the ability to terminate/override a transaction partially or completely at any time.

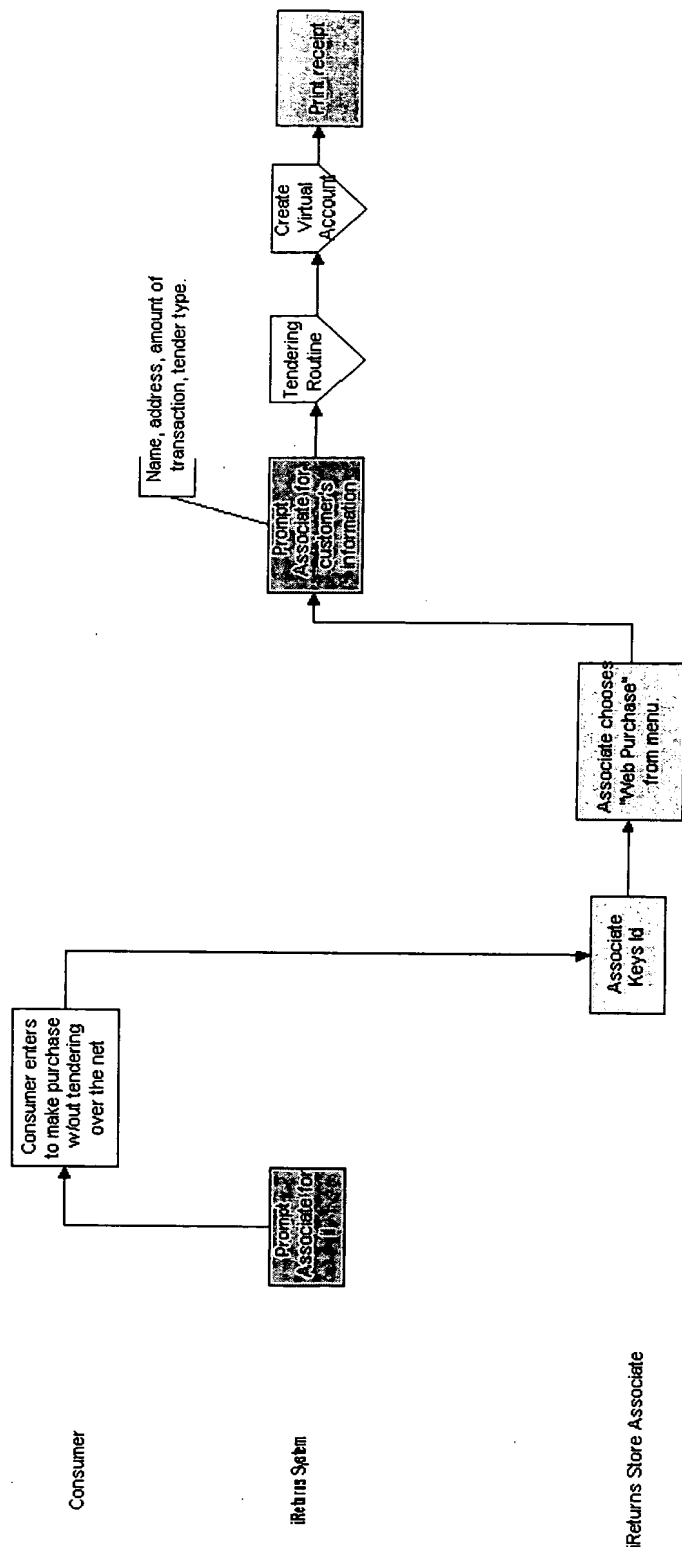
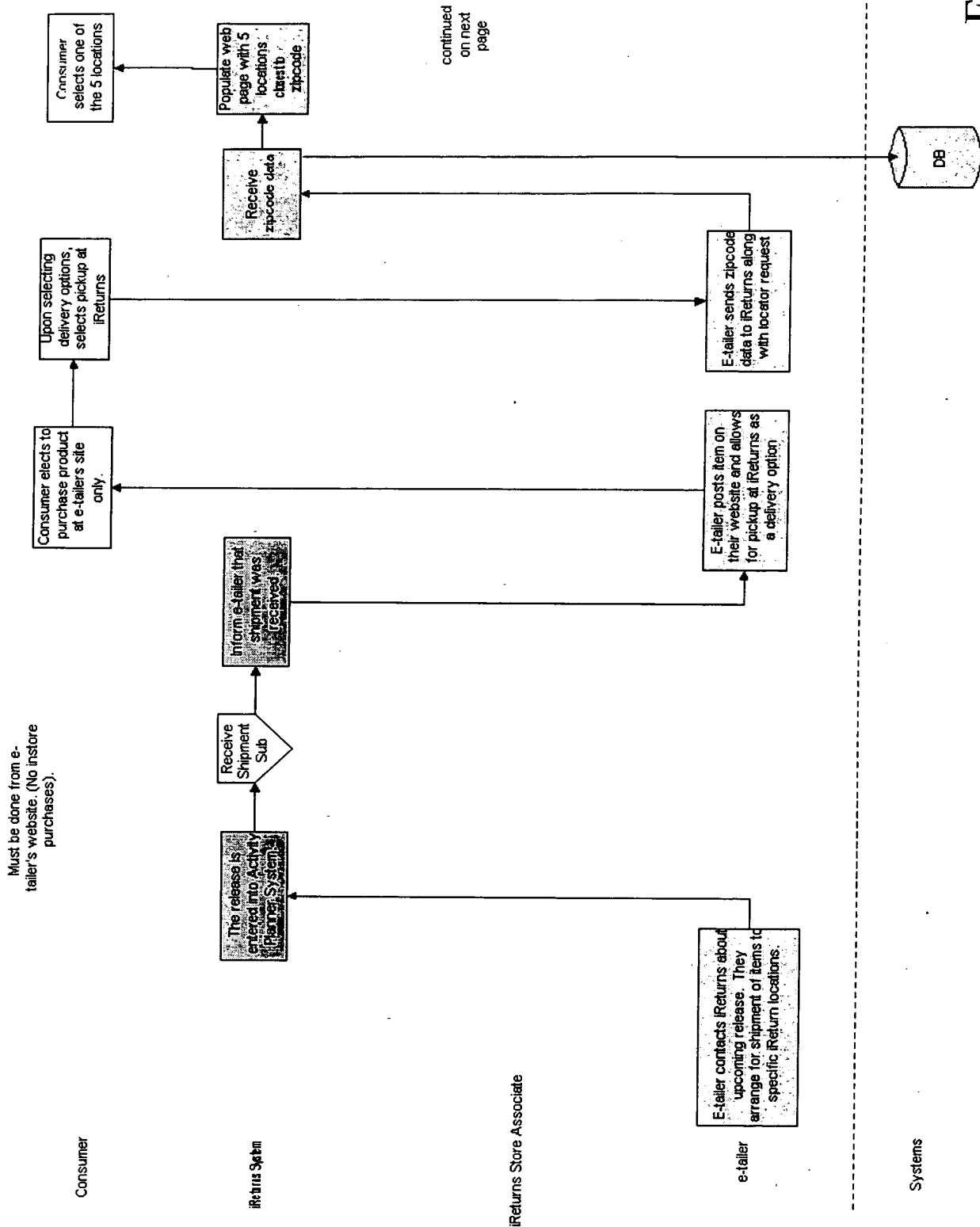


FIG. 50



continued
on next
page

FIG. 51

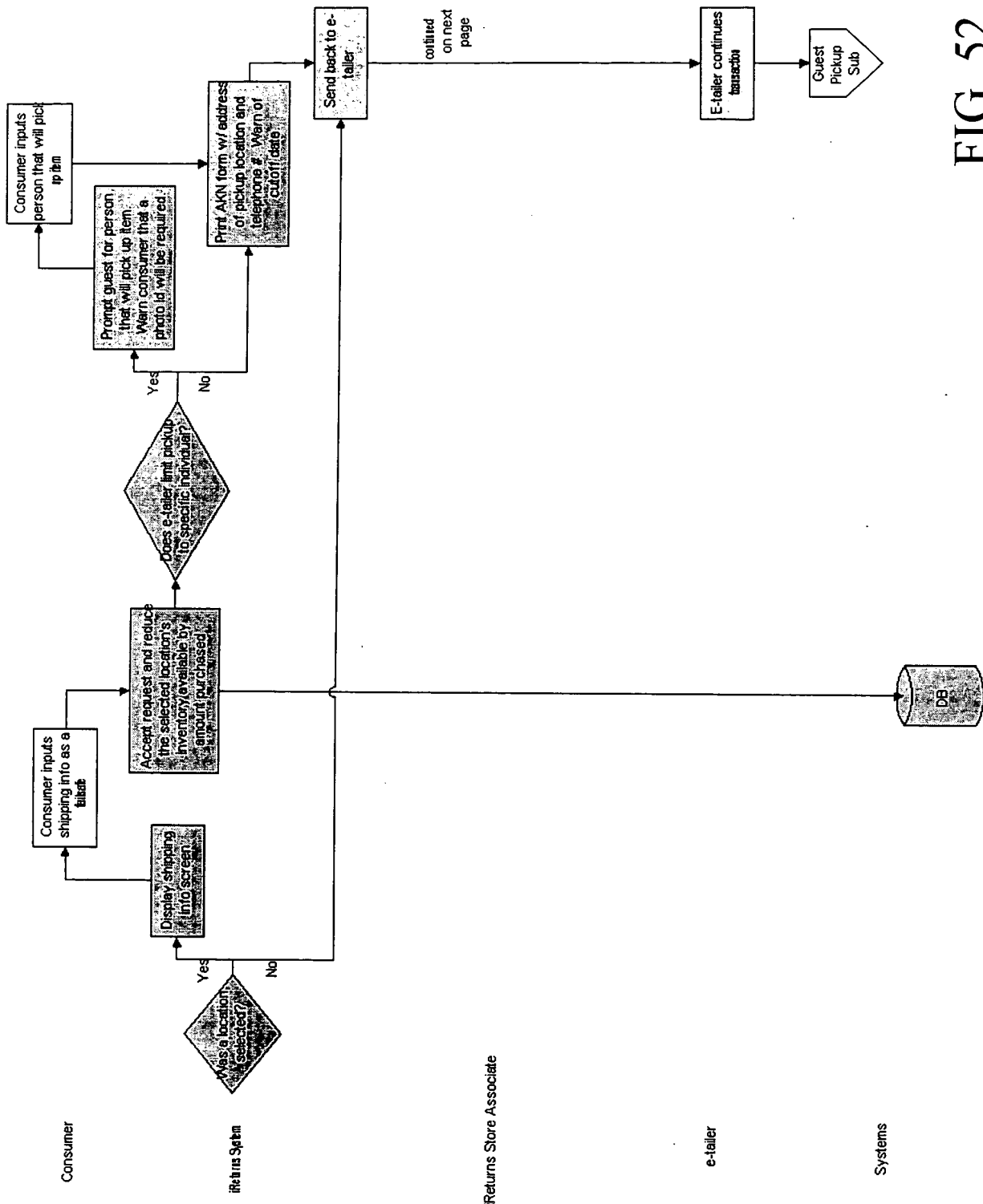


FIG. 52

FIG. 53

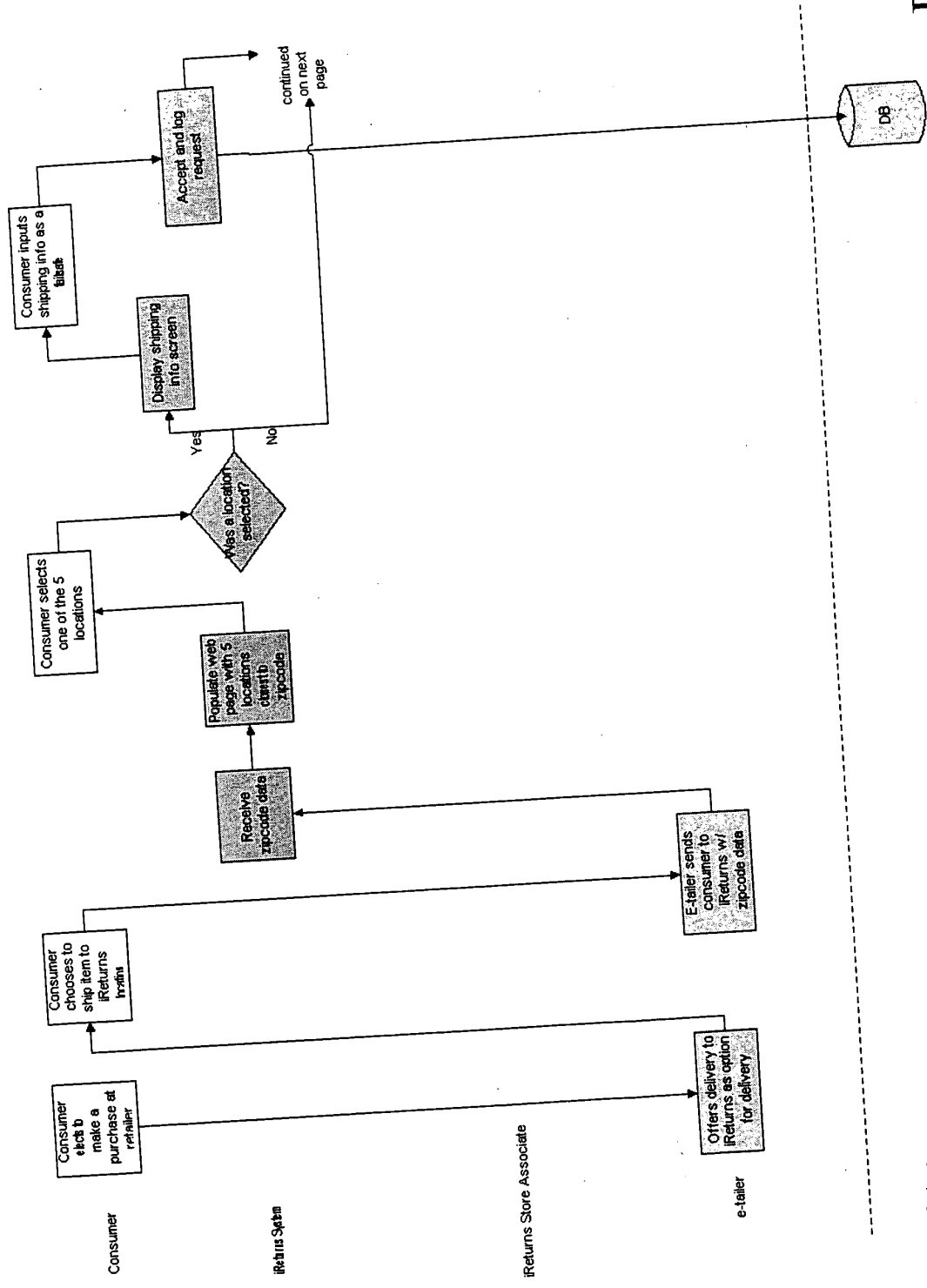


FIG. 53

Systems

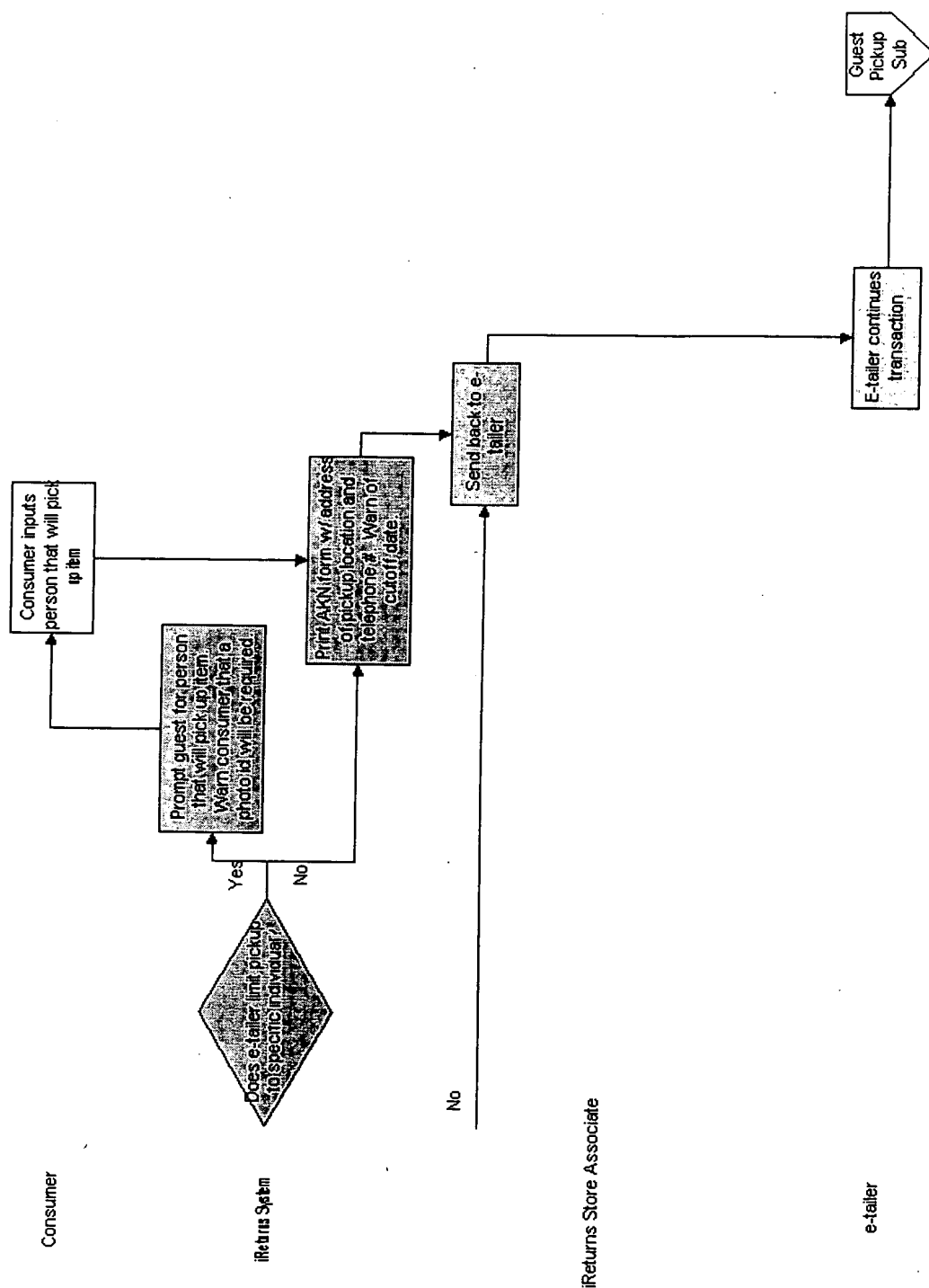
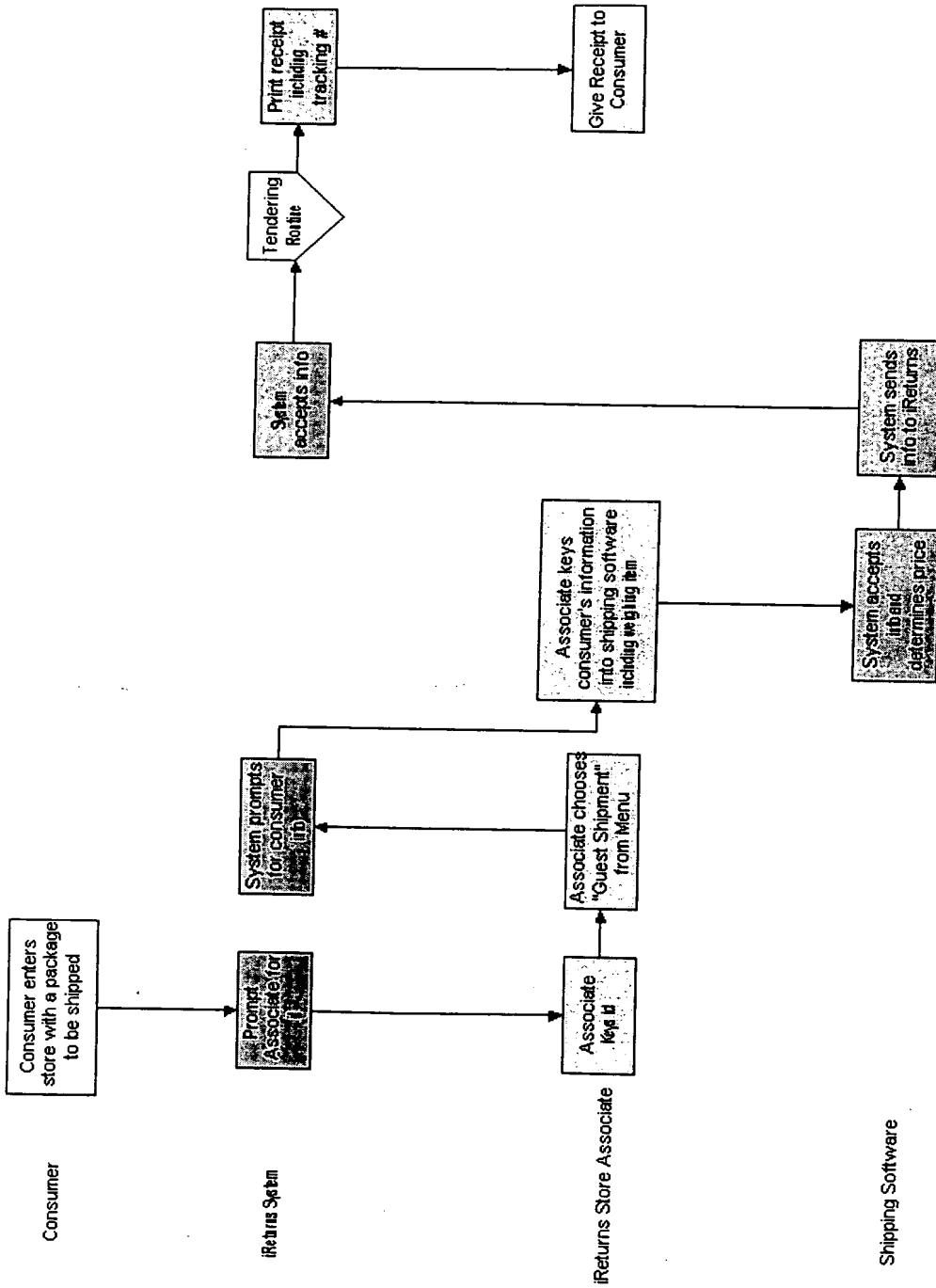


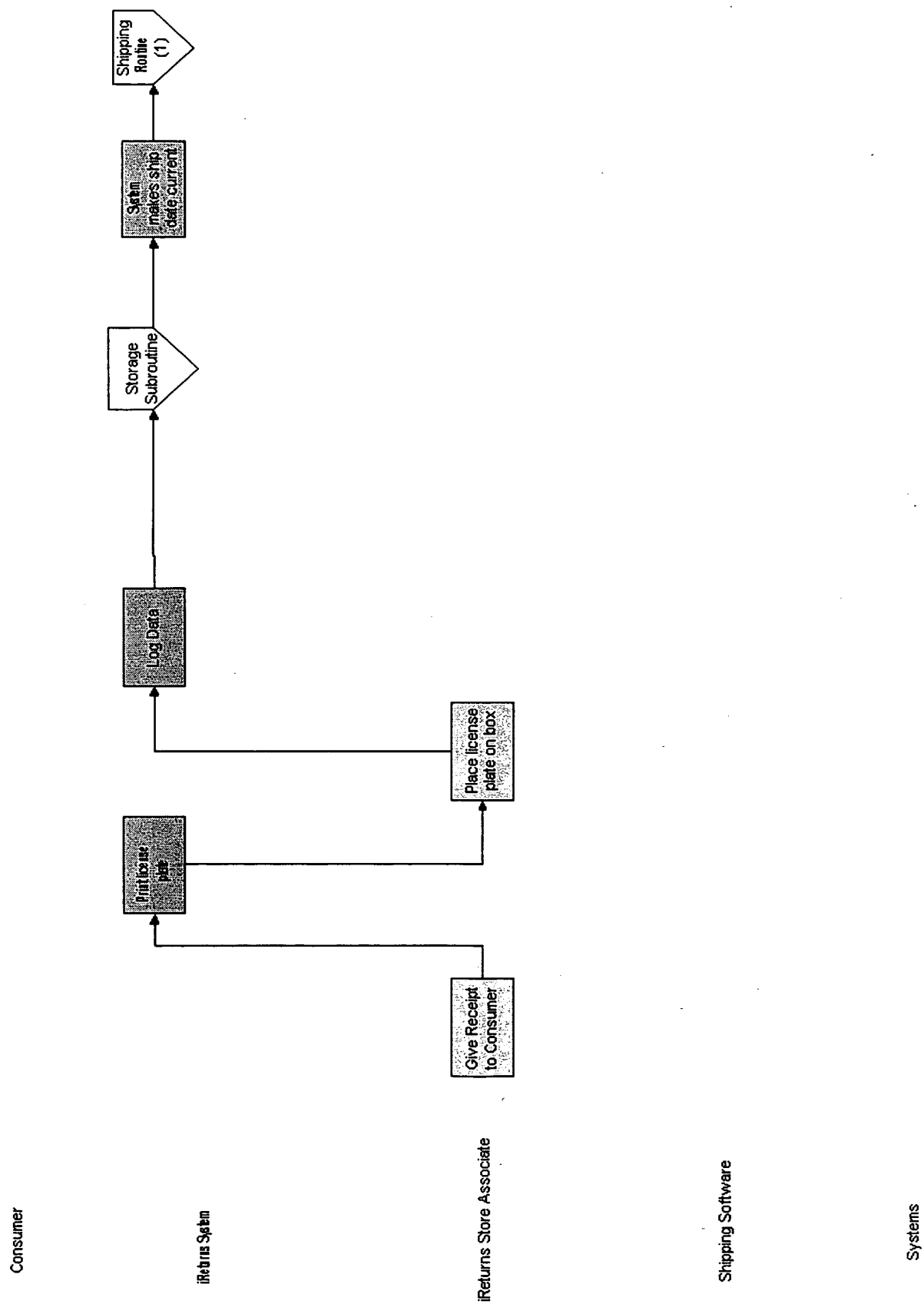
FIG. 54

Consumer



Systems

FIG. 55

[illegible]

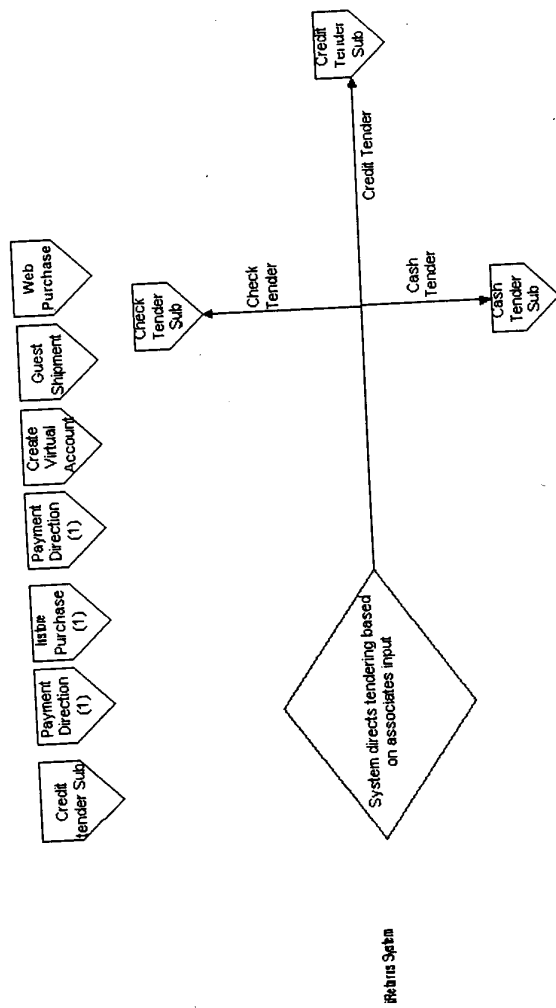


e-tailer

Systems

FIG. 57

FIG. 58



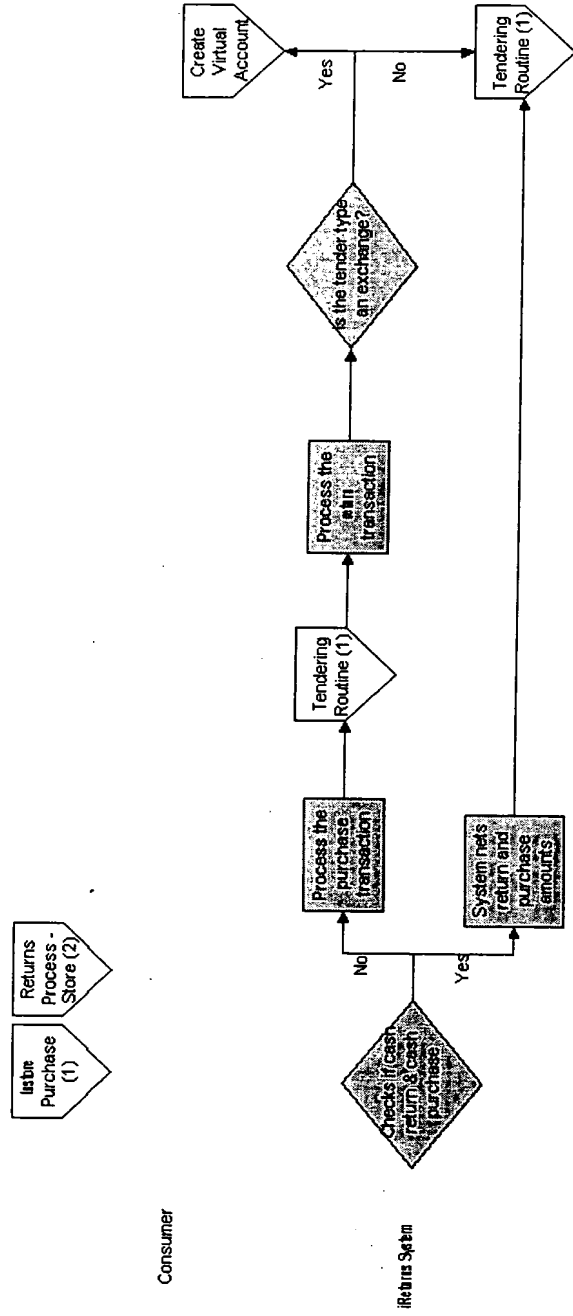
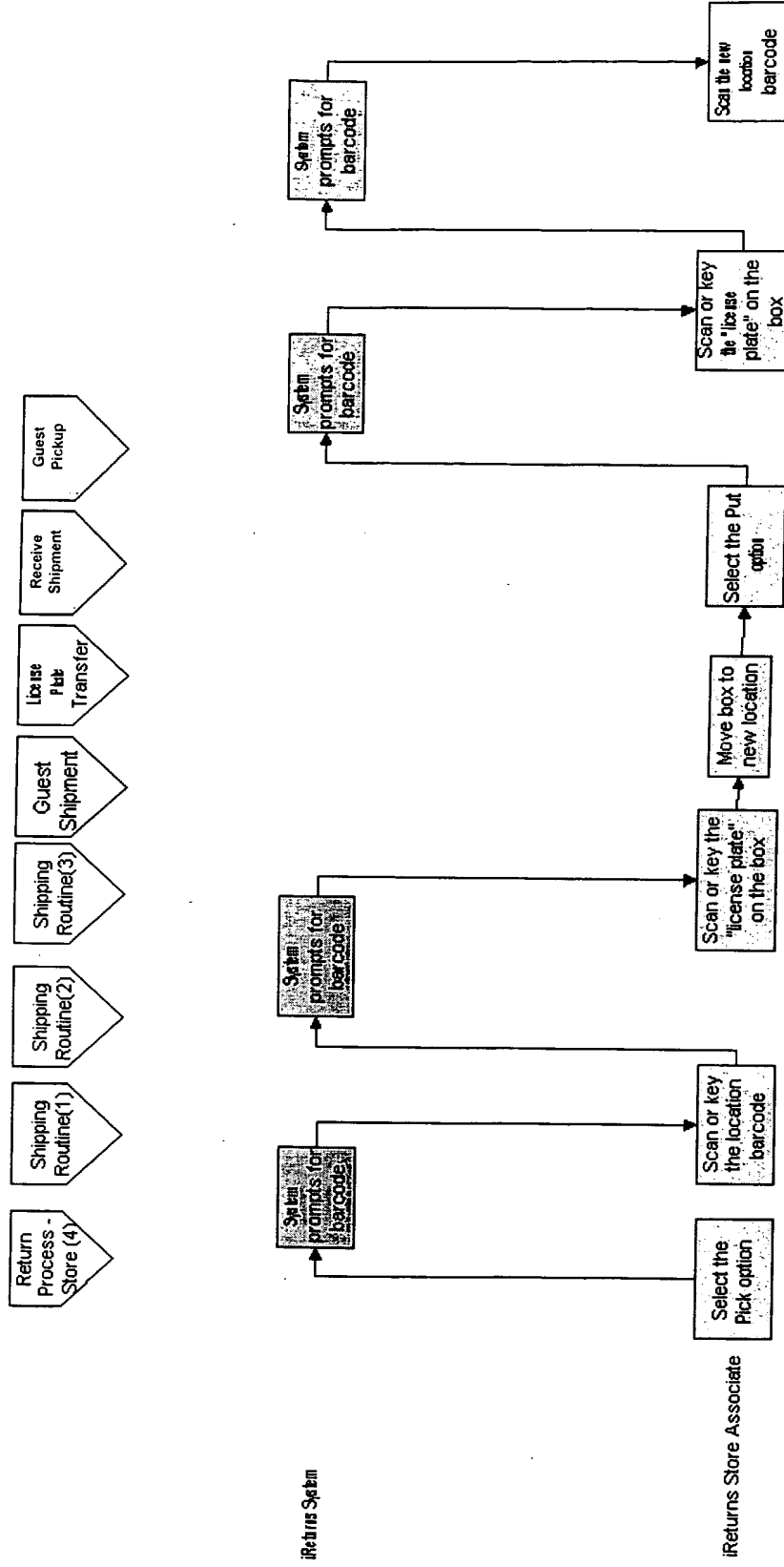
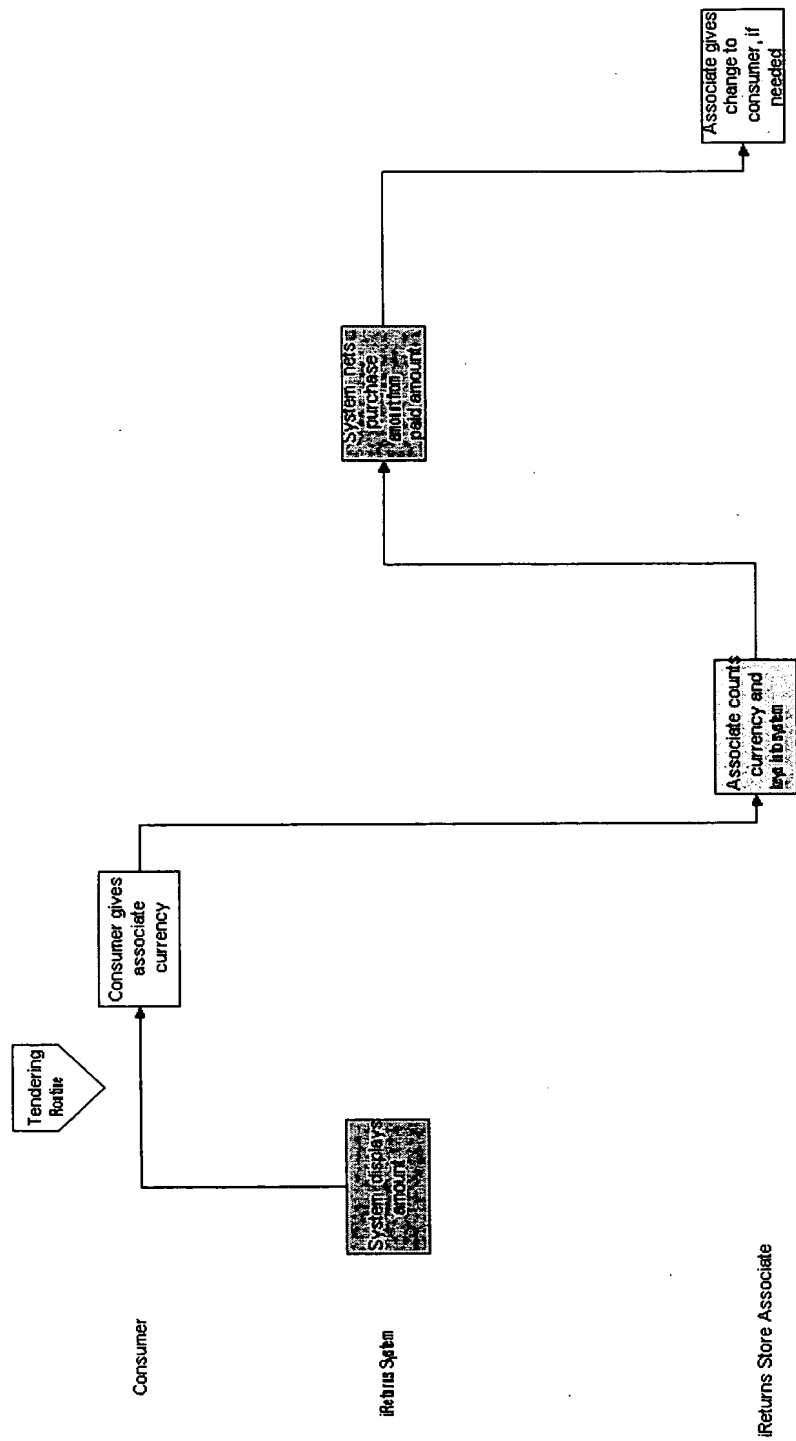


FIG. 59



Systems

FIG. 60

[illegible]

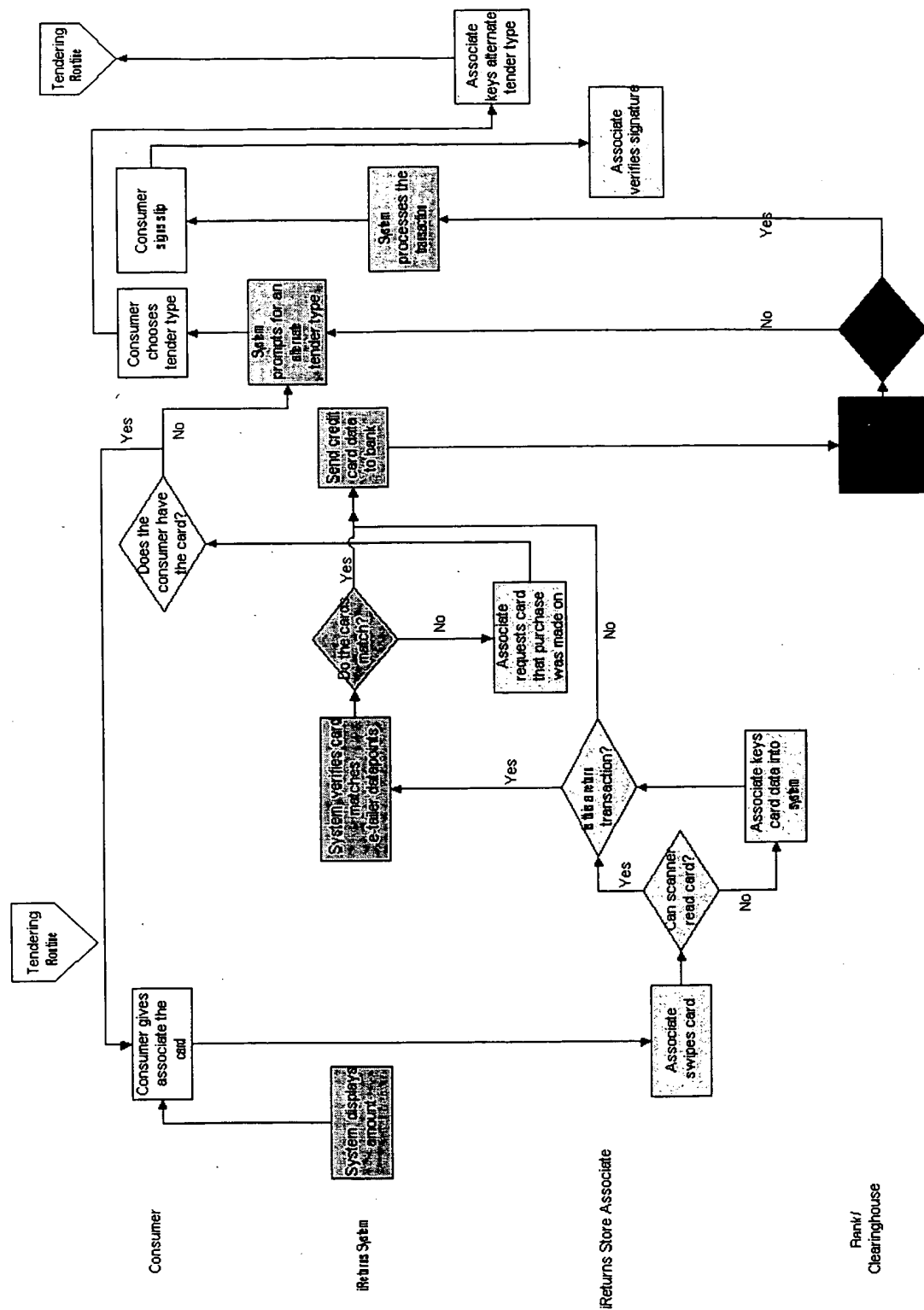


FIG. 62

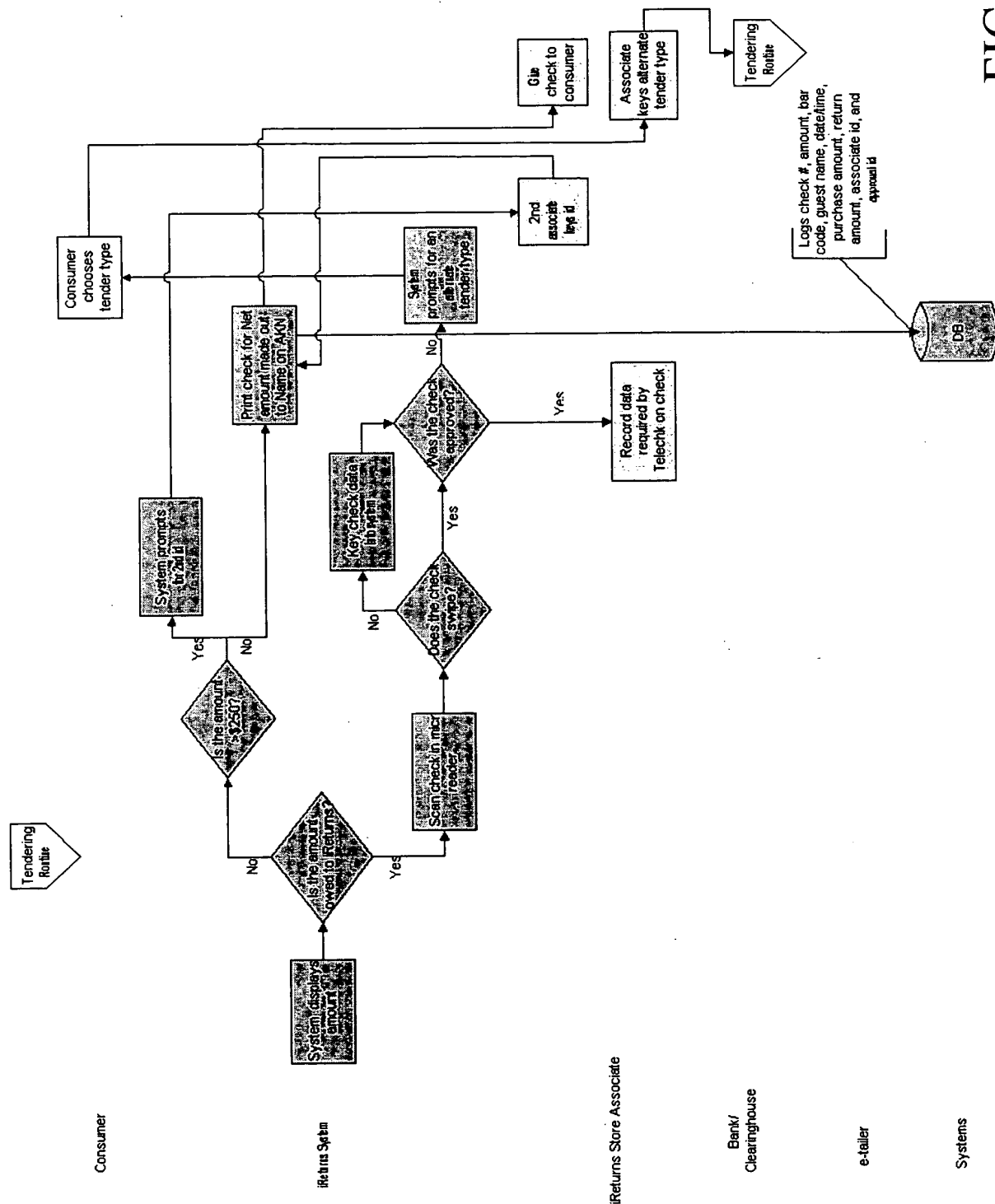


FIG. 63

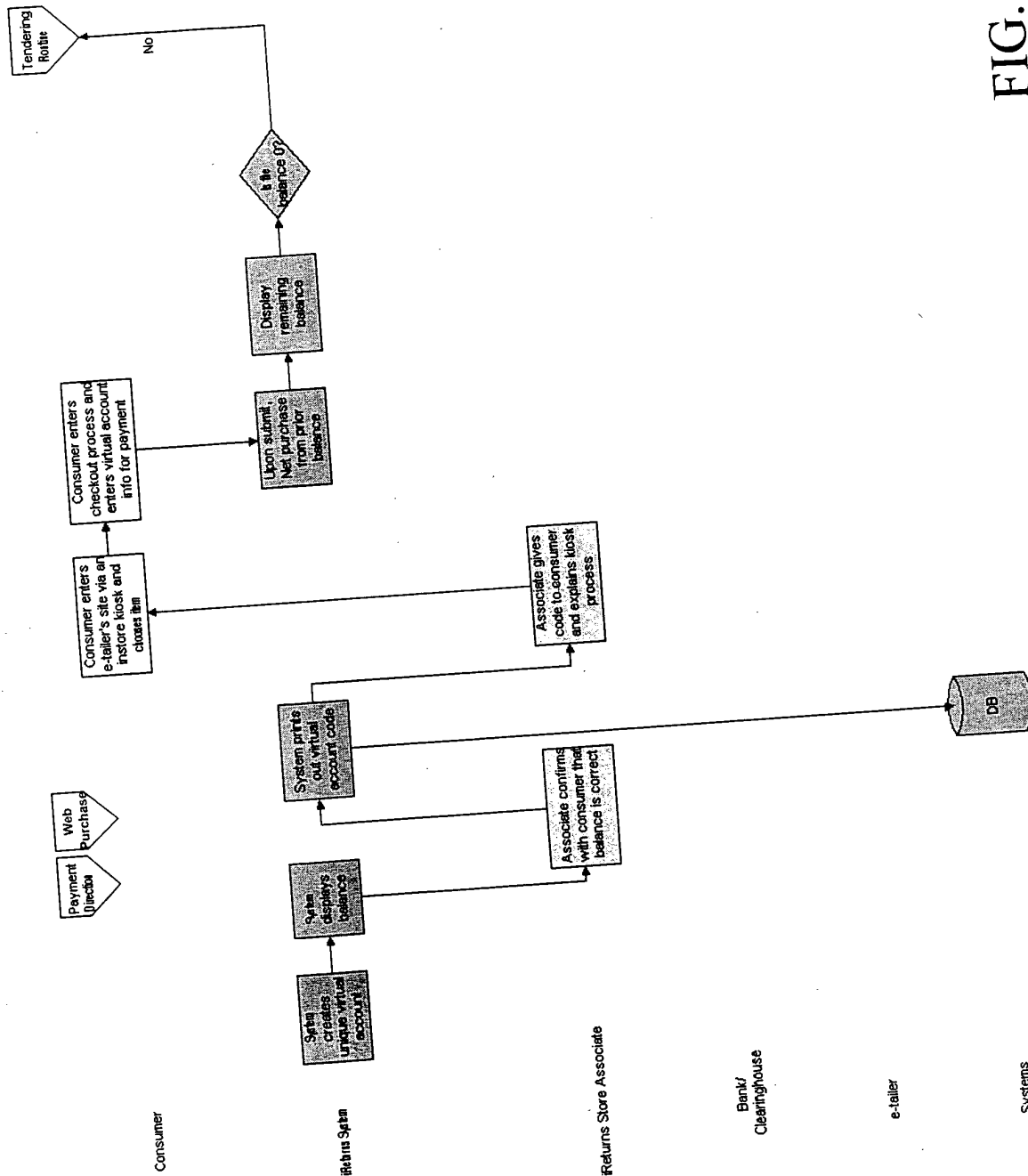


FIG. 64

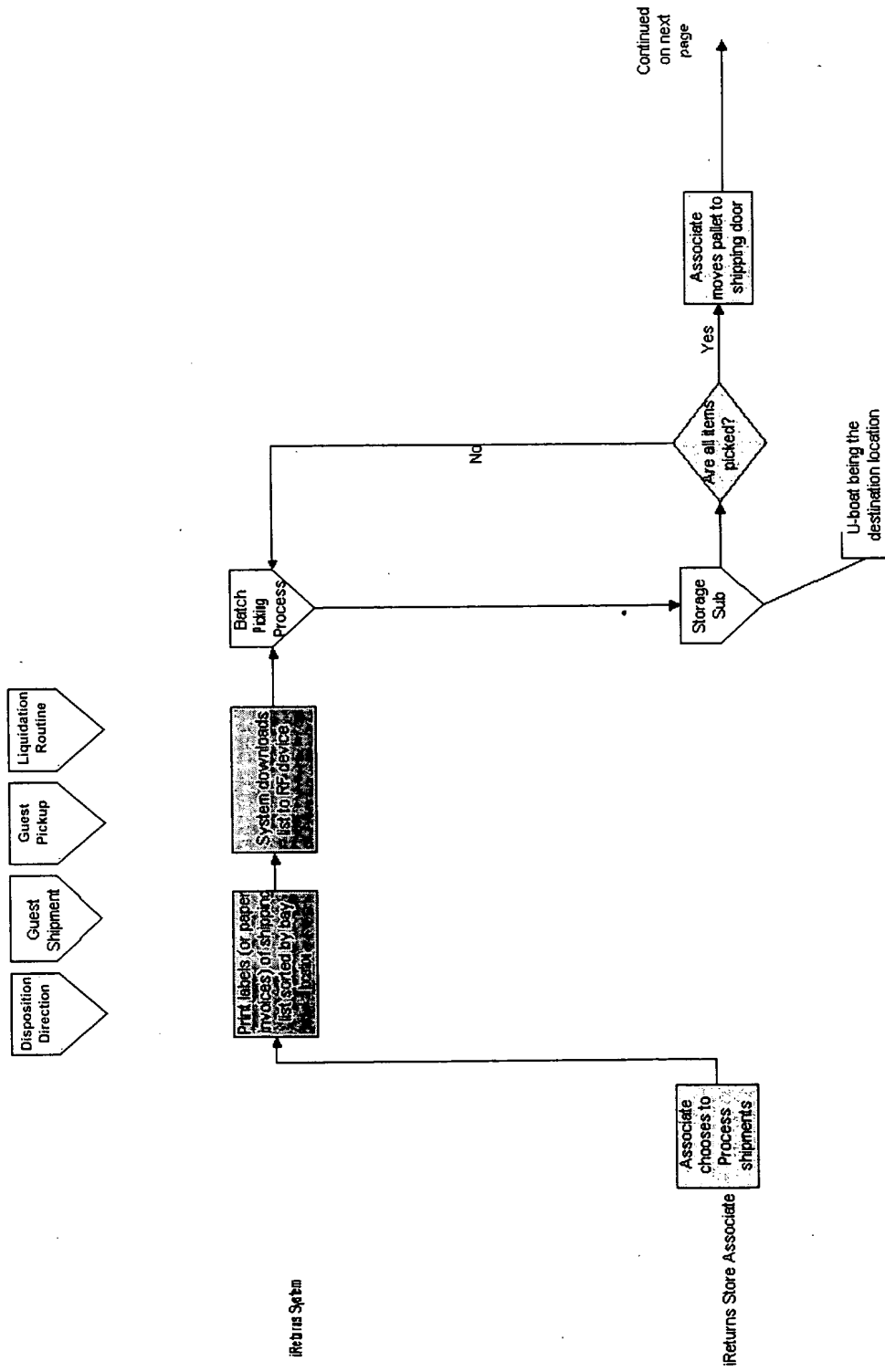
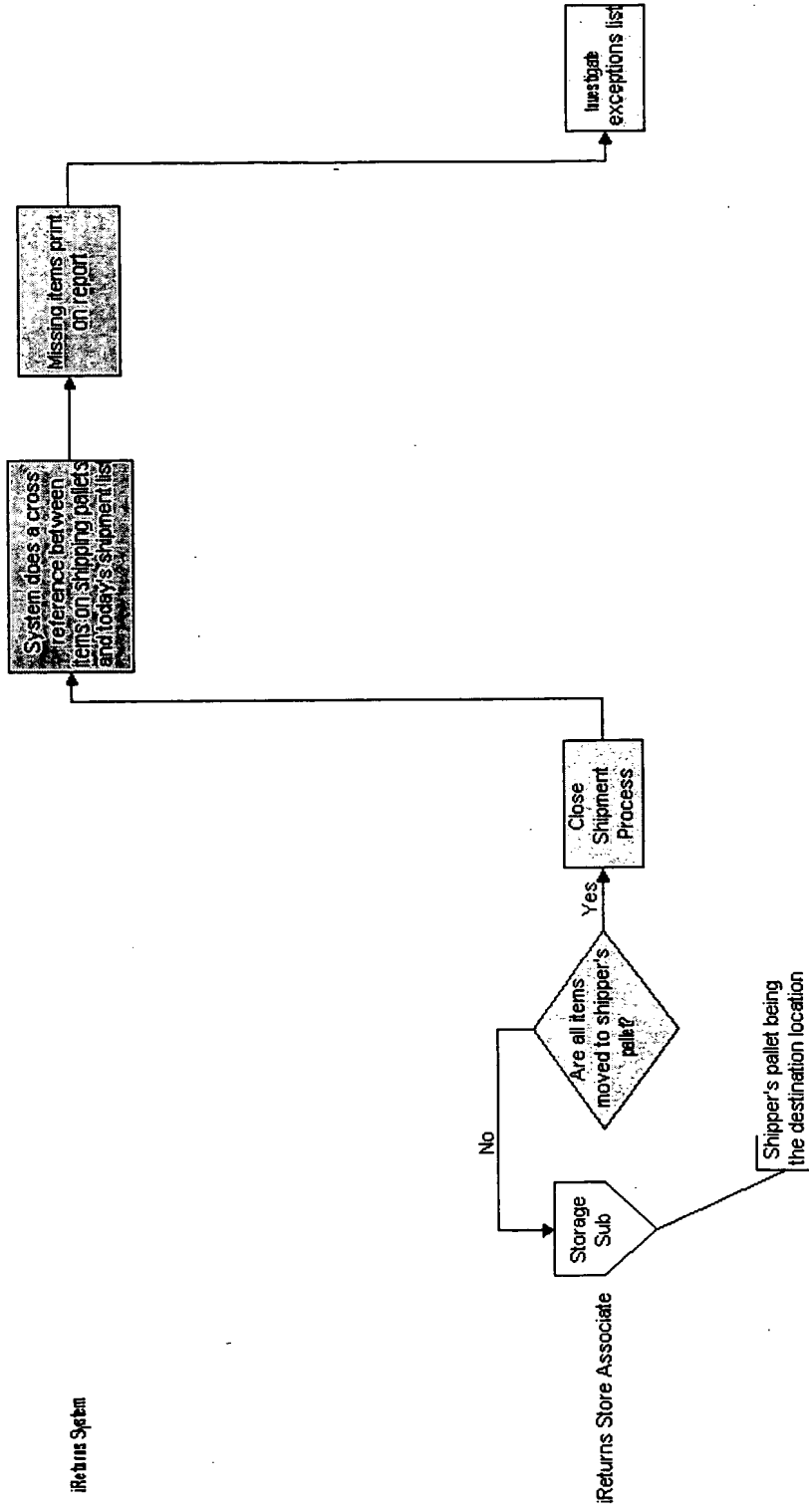


FIG. 65

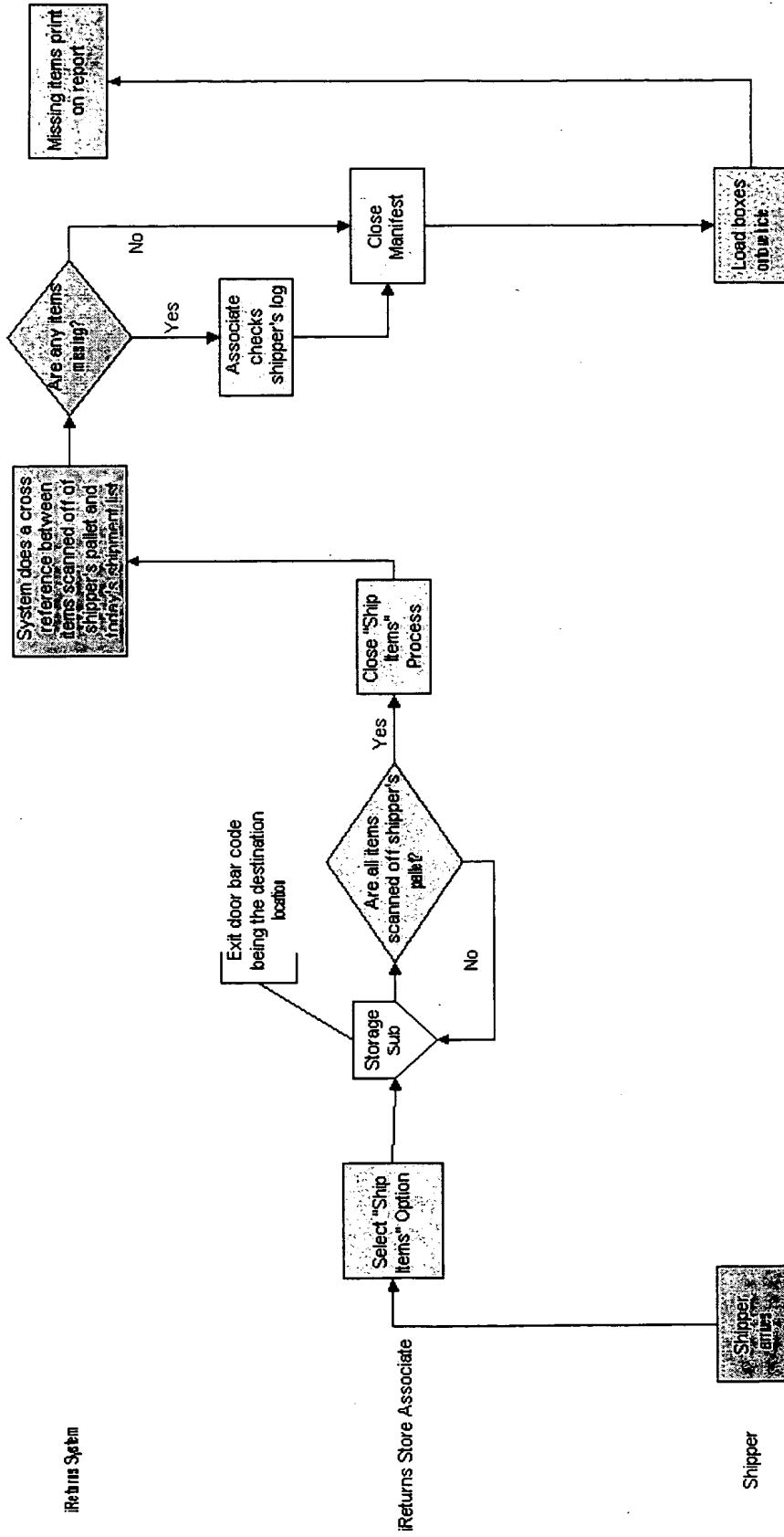
iReturns System



Continued
on next
page

FIG. 66

Systems



Systems

FIG. 67

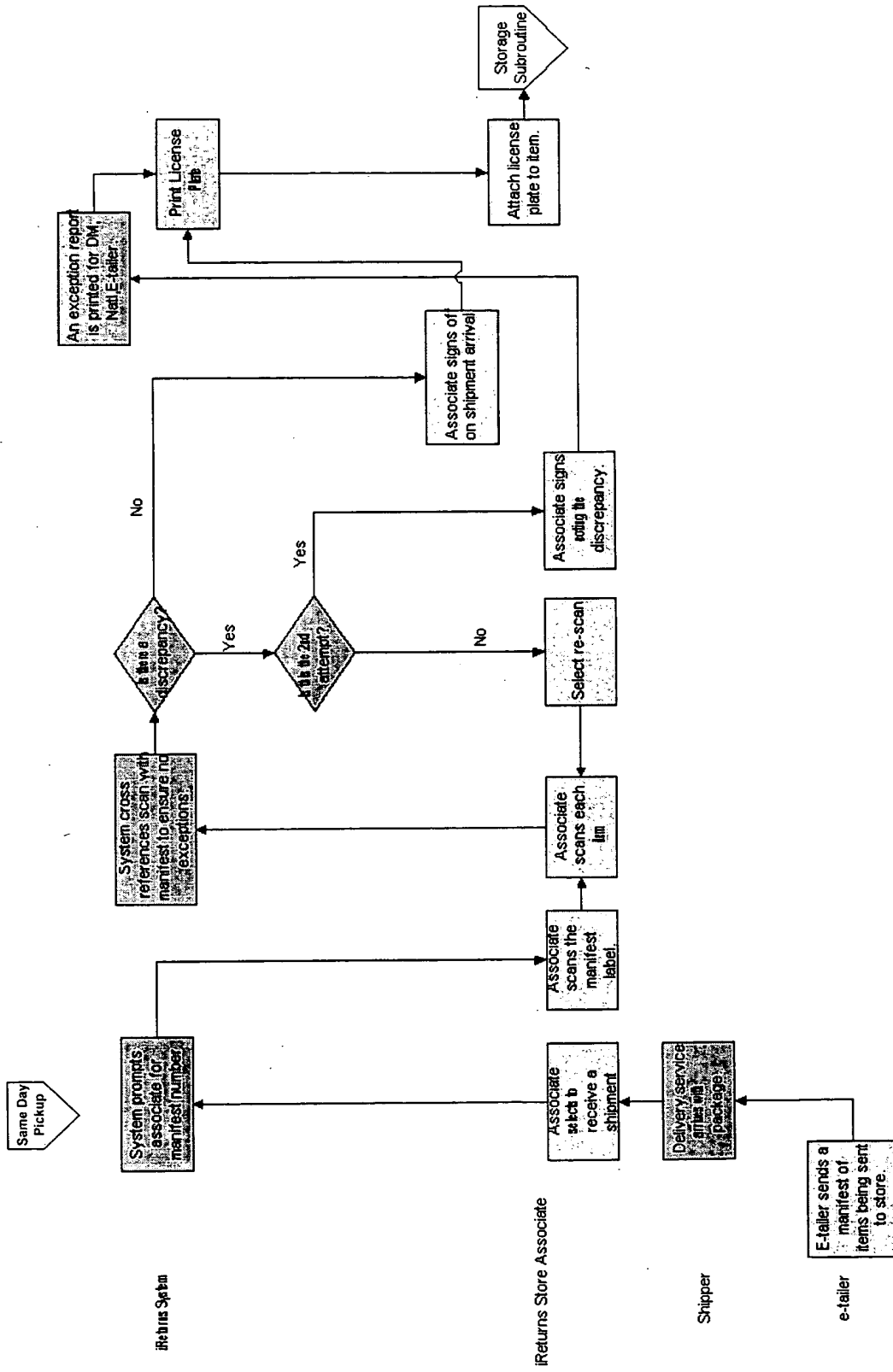


FIG. 68

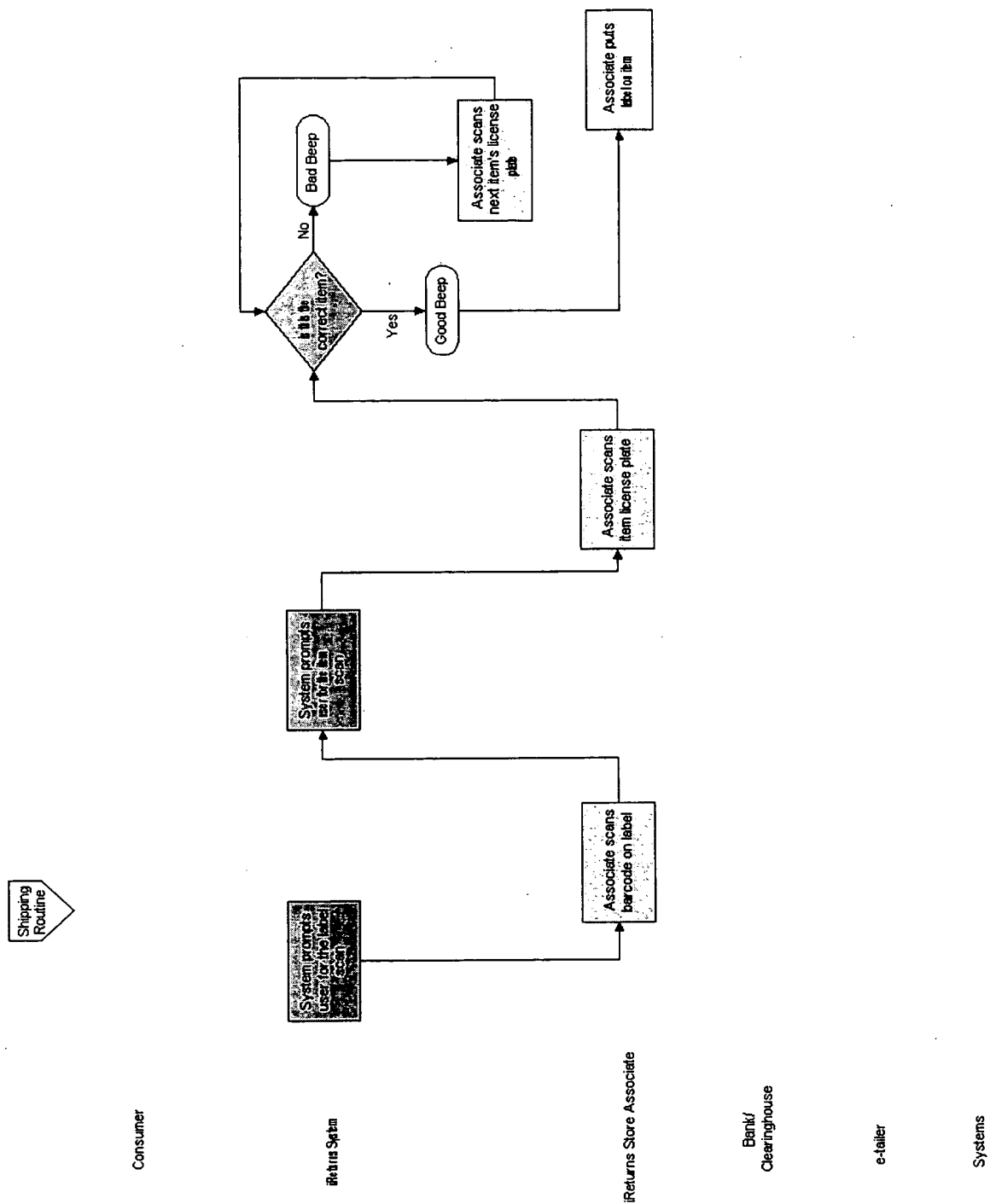


FIG. 69

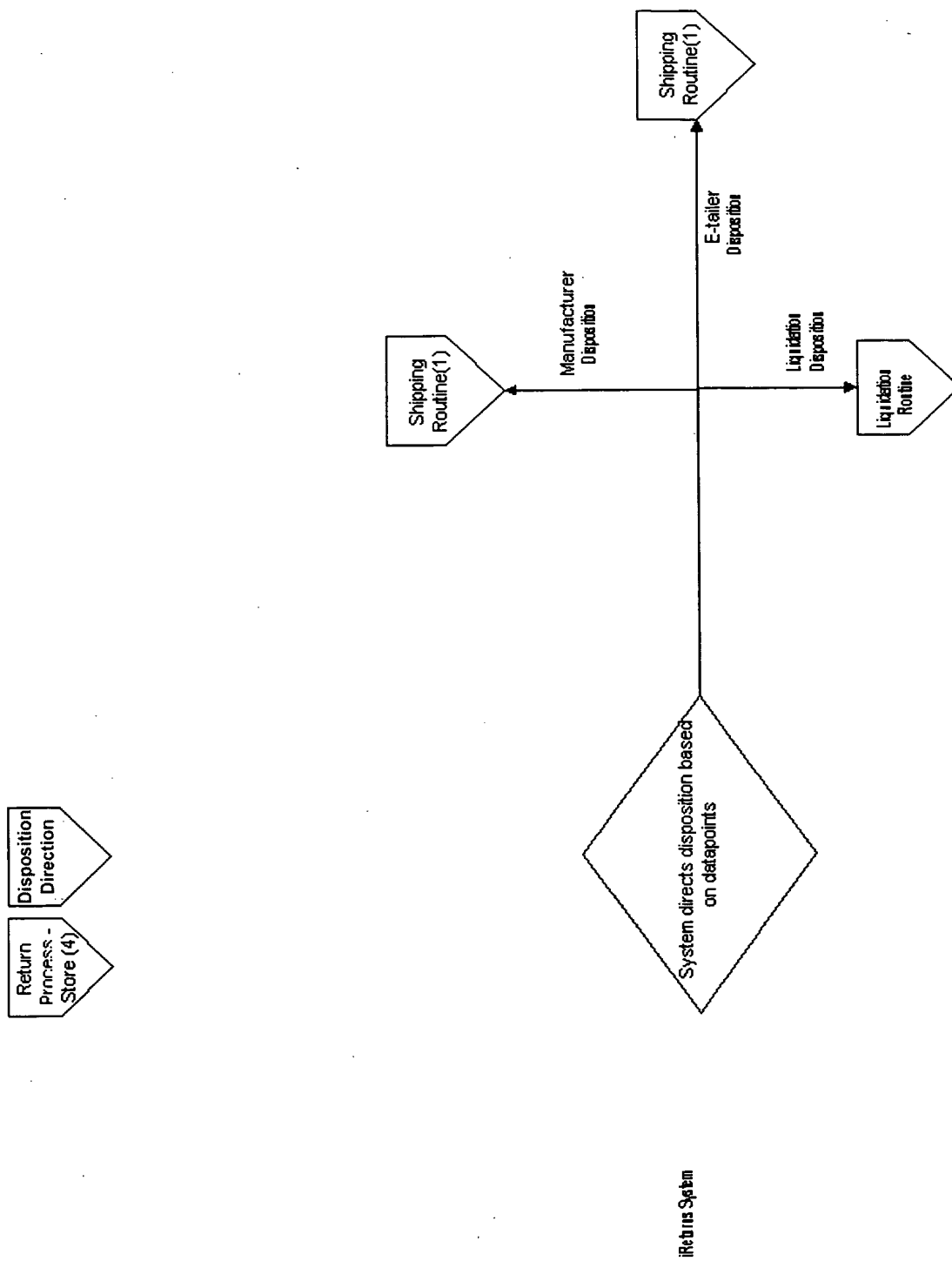


FIG. 70

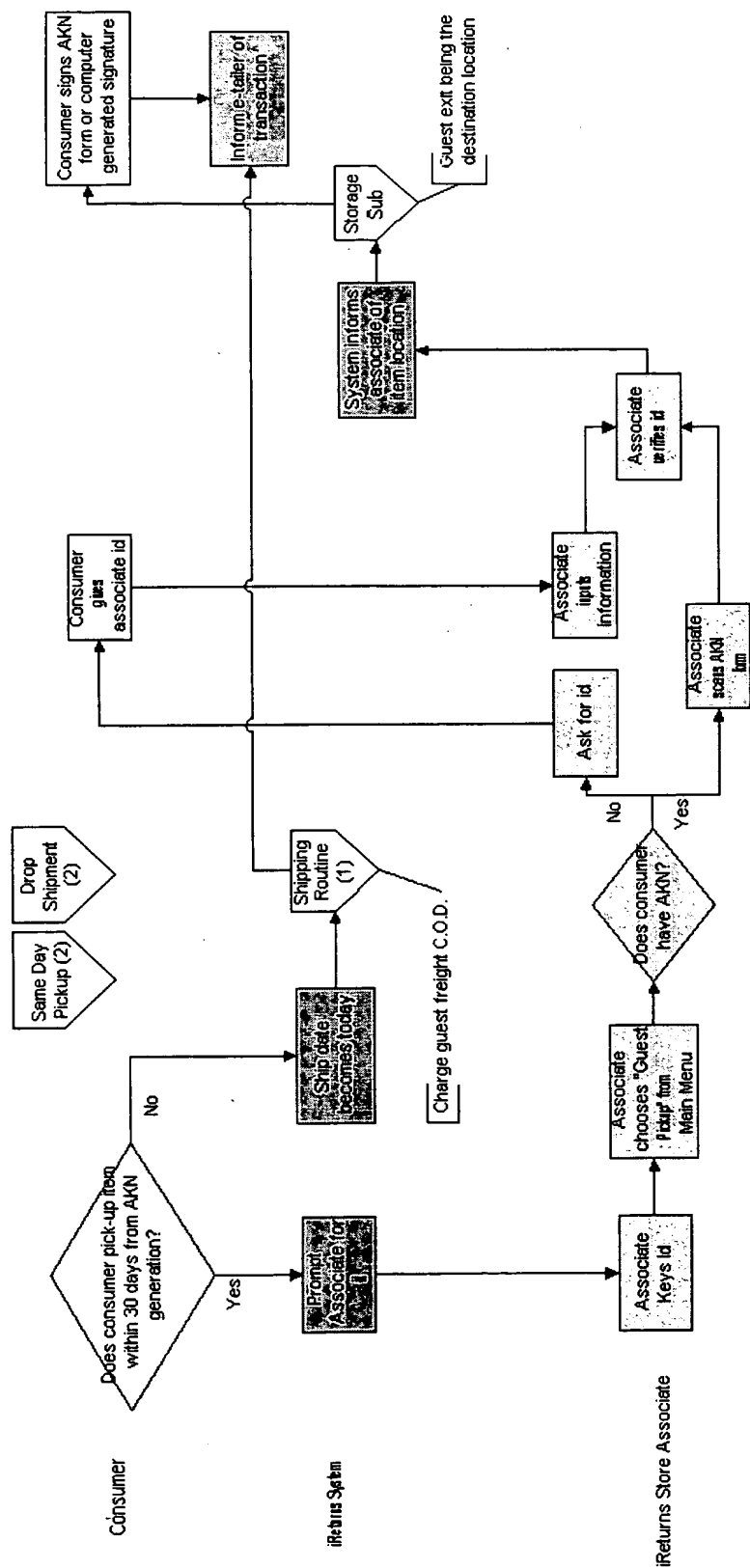


FIG. 71

e-tailer

Systems

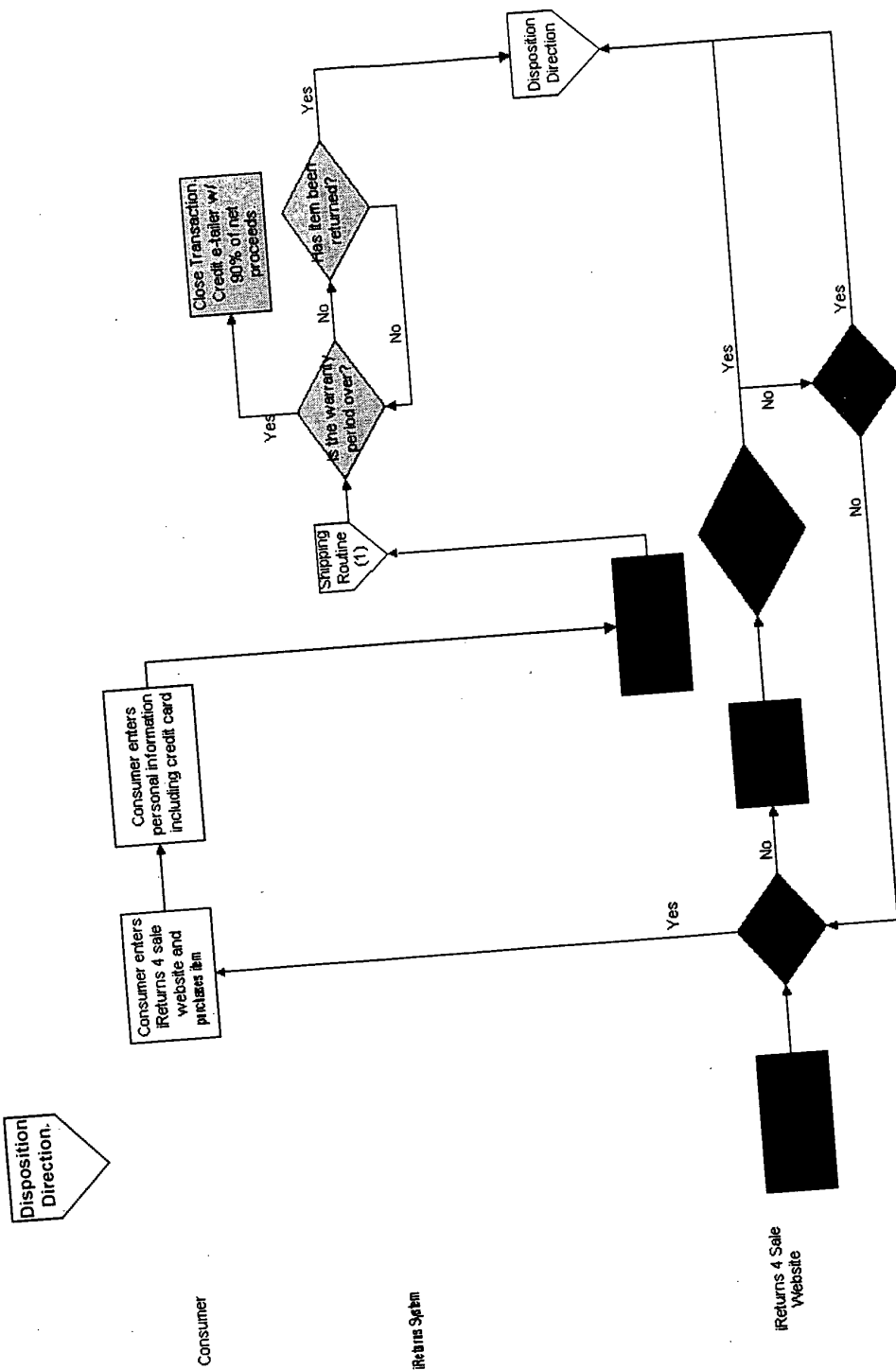


FIG. 72

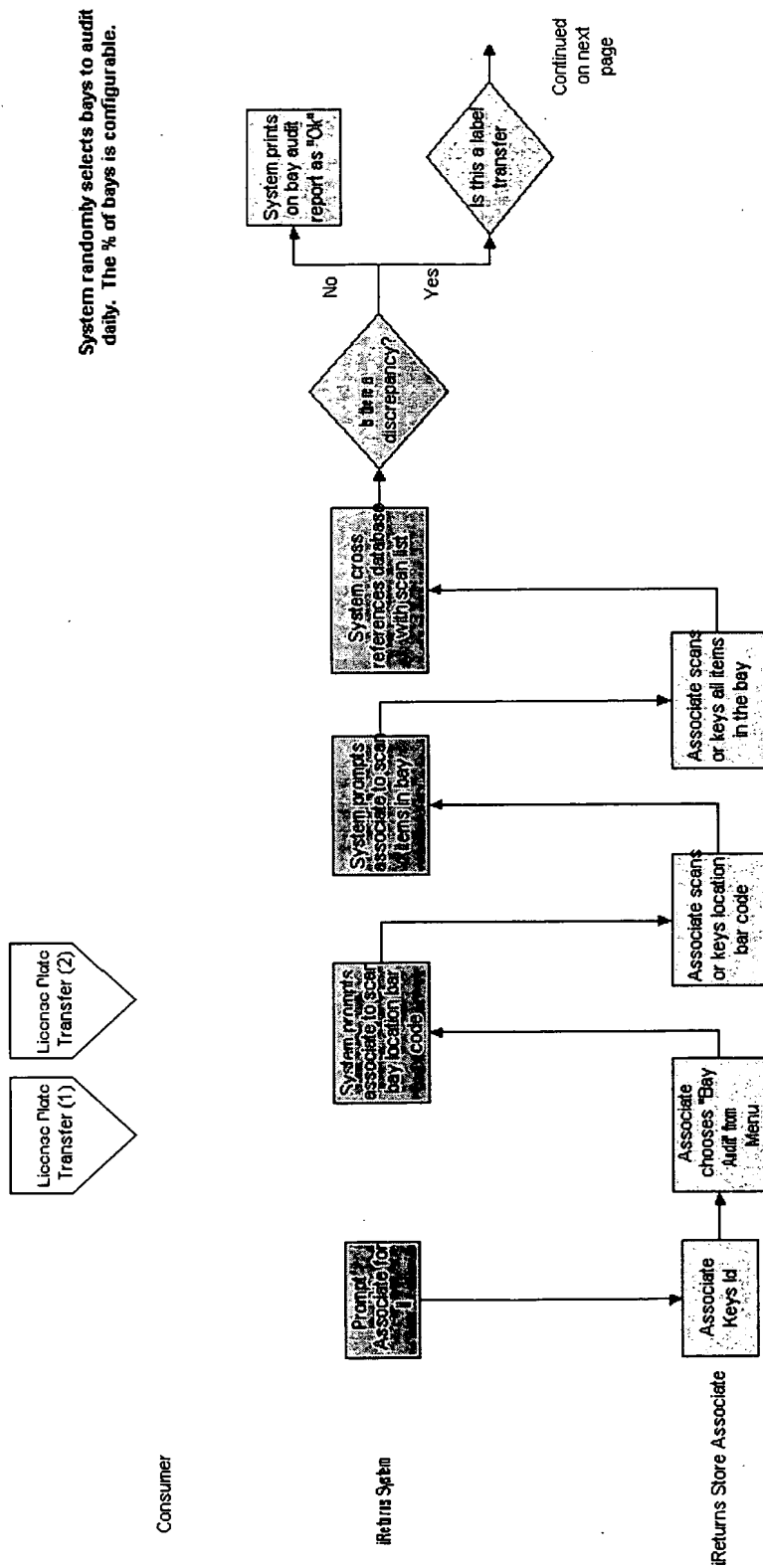


FIG. 73

105250 5543860

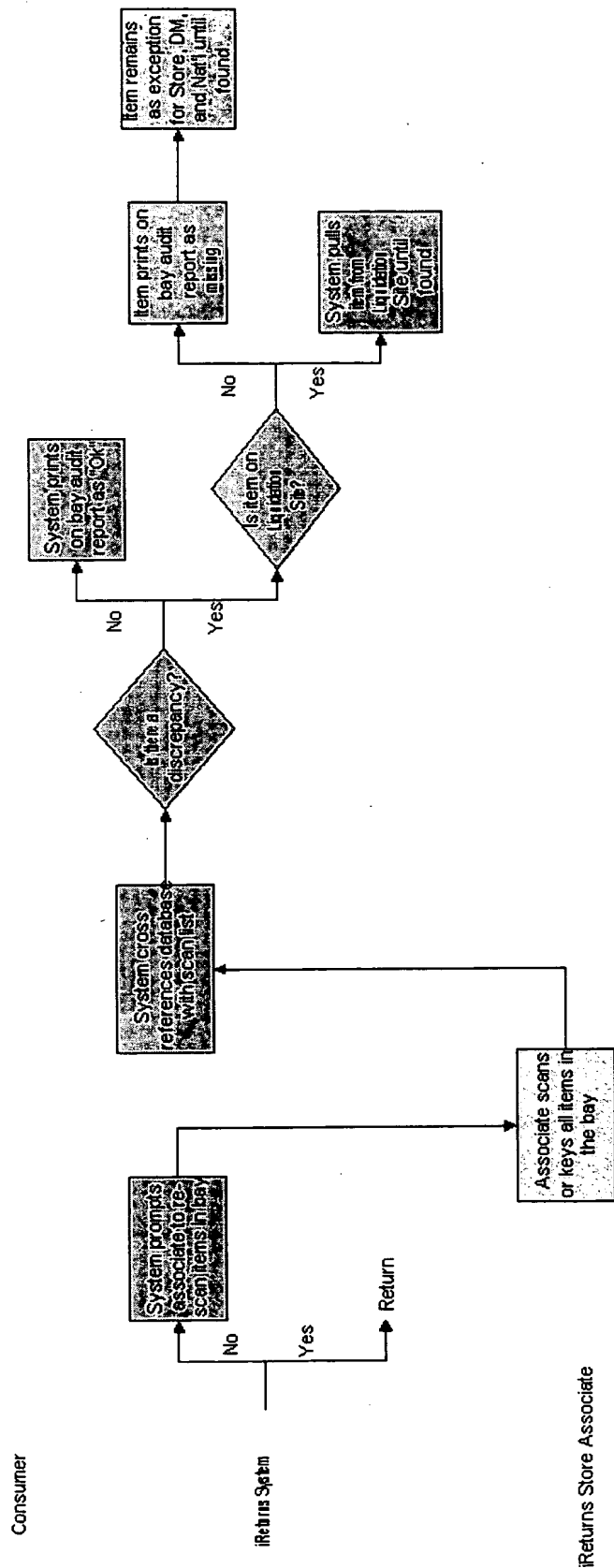
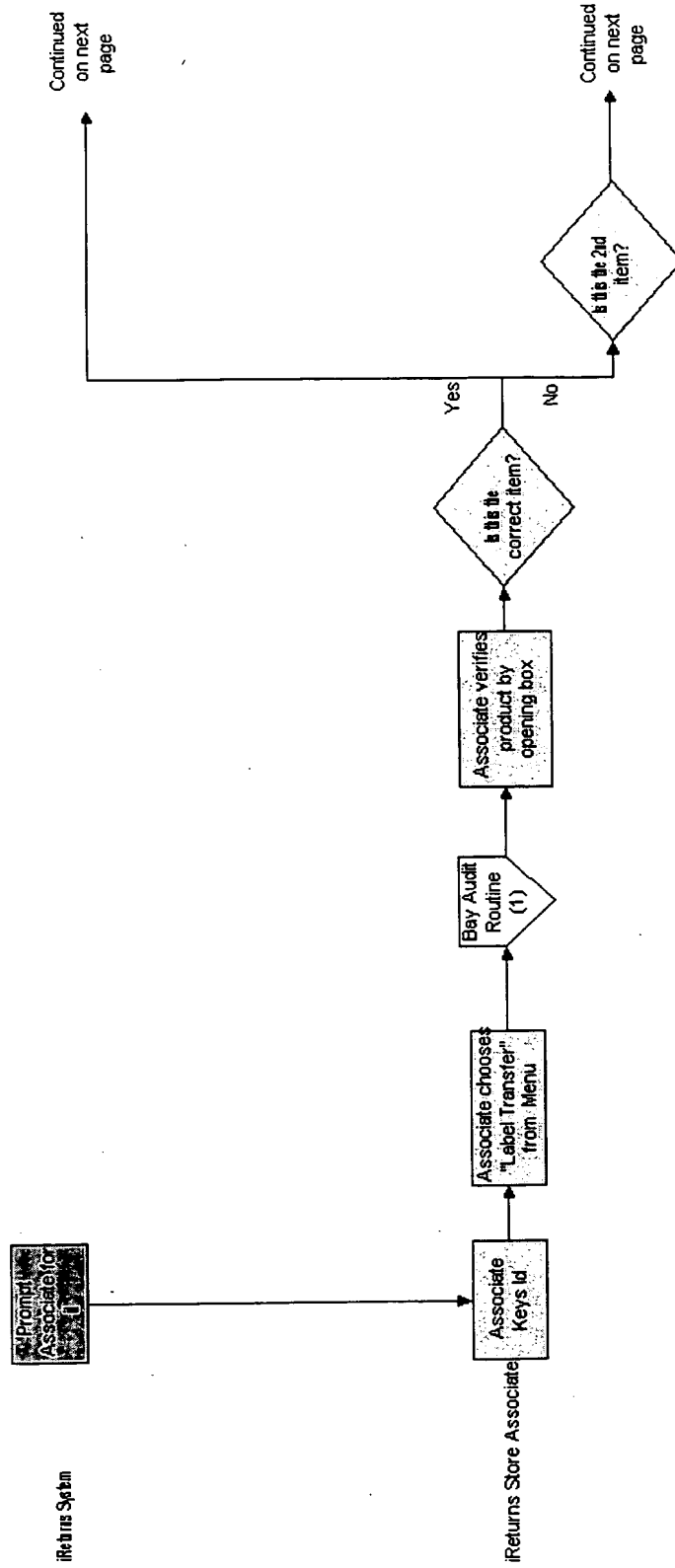


FIG. 74

Label falls off, torn,
shredded, or missing.



Systems

FIG. 75

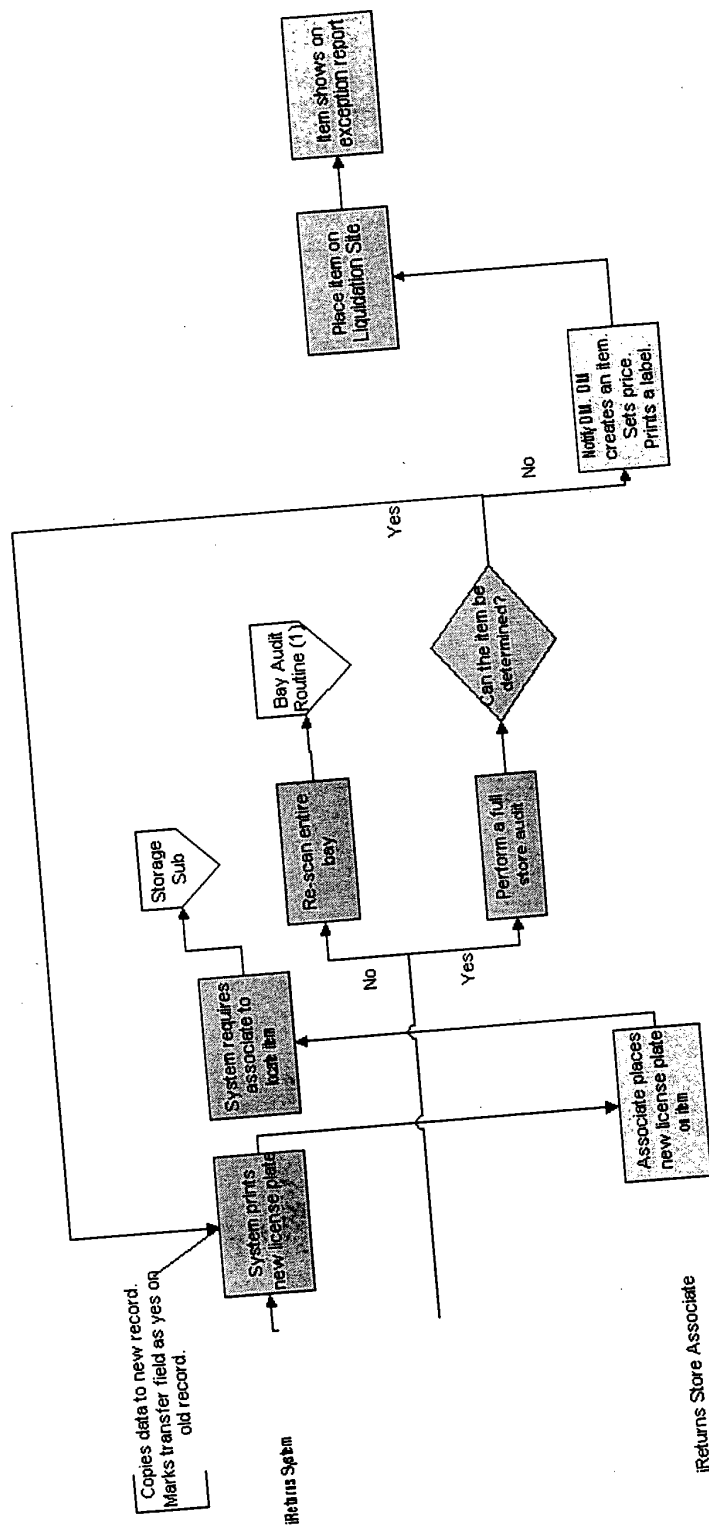


FIG. 76

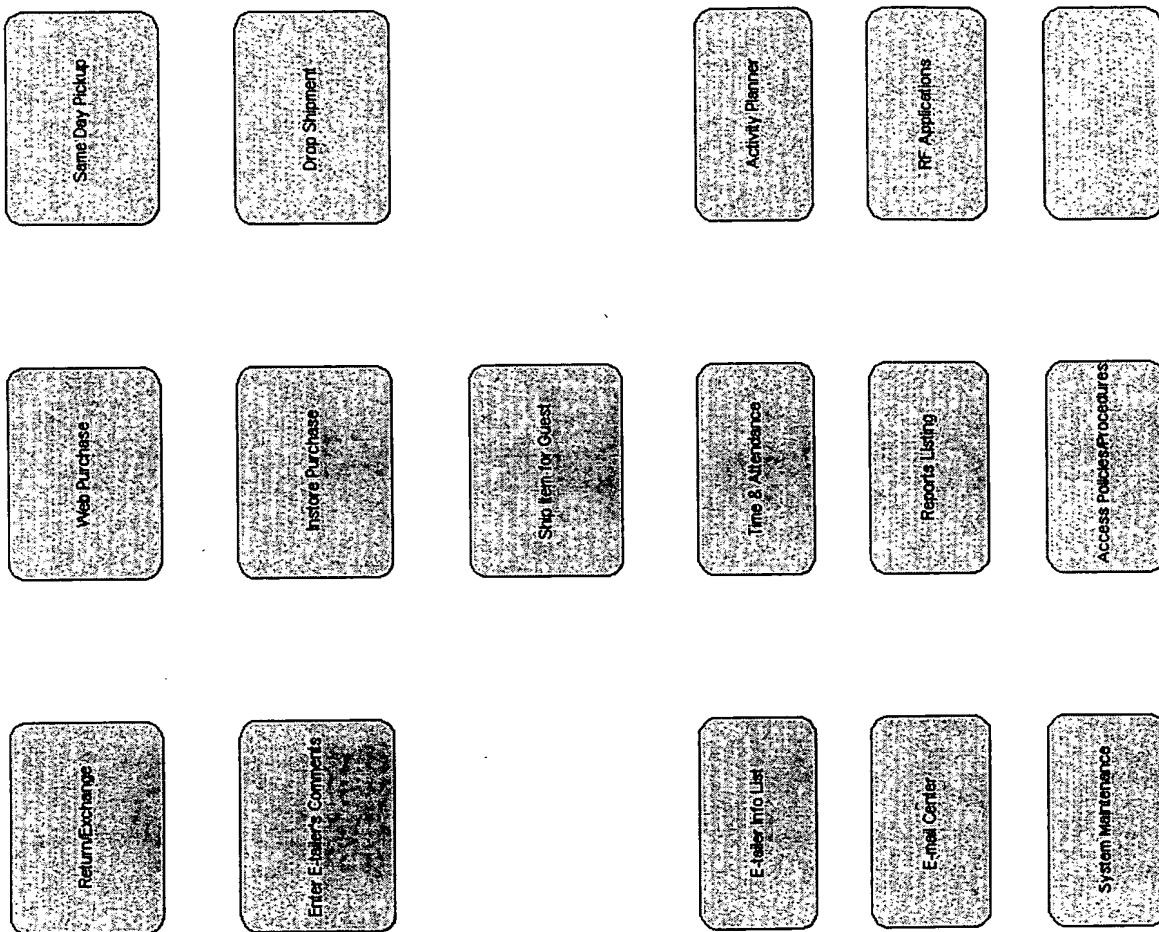


FIG. 77

RF Application Menu

RF Application Menu

- (1) Relocate Merchandise
- (2) Shipping Procedure
- (3) Bay Audits
- (4) Label Transfer
- (5) Take-in Direct Shipments

FIG. 78

Enter guest Information

First Name: _____

Last Name: _____

Address 1: _____

Zip Code: _____

City: _____
Fill-in Based on Zip Code

Amount of Transaction: \$ _____

Check ☐

Cash ☐

Credit Card ☐

Gift Certificate ☐

Other _____

Submit

FIG. 79


1. 0 9 6 5 0 0 3 5 1 1 6 8 6 0

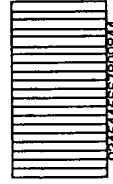
Date of Issue: 7/1/2000
E-tailer Name: Amazon
Customer Name: Lance Casler
Customer Address: 23 Pershing Avenue
Ridgewood, NJ 07450
Item Description: Sony Camcorder
Item Returned: SonyCam Model #0128384774
Amount of Return: \$500.00

****You must bring this form with the following items by 1/2/2001****

Terms of Return:

1. Camcorder
2. Bag
3. Strap
4. Battery
5. Lenze Cover

IF iReturns IN CITY	IF iReturns NOT IN CITY
<p>iReturns location: <u>90 Painters Mill Rd</u> <u>Suite 2000</u> <u>Owings Mills, MD</u> <u>21117</u></p> <p>Returns Phone #: <u>(410)455-2338</u></p> <p>iReturns Hours: <u>9 AM to 10PM</u></p> <p>Driving Directions:</p>  <p>Take I-95S to I-695 W to 83 S.</p>	<p>PLEASE MAIL PRODUCT TO:</p> <p>90 Painters Mill Road Suite 2000 Owings Mills, MD 21117</p>



Authorization #: 39488588392020

FIG. 80

<div>Ship From: iReturns.com Inc. Store 1122333 90 Painters Mill Rd Suite 200 Owings Mills, MD 21117</div>		<div>Ship To: Lance Casler 23 Pershing Ave Ridgewood, NJ 07452</div>	
<div>0345445667899844</div>	<div>UPS Bar Code</div>	<div>2345699843218849</div>	
<div>Item Name: Harry Potter and the Chamber of Secrets</div>		<div>Item Description: Book</div>	
<div>Shipper: UPS</div>		<div>Location: AO1</div>	
<div>0345445667899844</div>		<div>iReturns License Plate</div>	

FIG. 81

605650" SAT 113600

iReturns.com Inc.
90 Painters Mill Rd
Suite 200
Owings Mills, MD 21117

Returns:		
0222222	VCR	\$150.00
2399044	Book	\$ 15.00
Total		\$165.00
Purchases:		
2393900	Tape	\$ 3.50
3489939	Box	\$ 5.25
Total		\$ 8.75

FIG. 82

Please check that you have all of the items required by your e-tailer in order to process your return.

<u>Items:</u>	<u>Have:</u>	<u>Missing:</u>
Camcorder	<input type="checkbox"/>	<input type="checkbox"/>
Bag	<input type="checkbox"/>	<input type="checkbox"/>
Strap	<input type="checkbox"/>	<input type="checkbox"/>
Battery	<input type="checkbox"/>	<input type="checkbox"/>
Lense Cover	<input type="checkbox"/>	<input type="checkbox"/>

FIG. 83

First Name
 Last Name
 Phone #
 E-tailer Name
 E-tailer ID
 E-tailer Authorization #
 E-tailer Contact #
 E-tailer Contact Name
 RMA # (Return Manufacturer Authorization #)
 Length of Acceptable Return
 Customer Service #
 Intrusive or nonintrusive e-tailer
 Credit Card # - (1)
 Credit Card type - (1)
 Credit Card Expiration Date - (1)
 Credit Card Description - (1)
 Item Description - (1)
 Item Manufacturer - (1)
 Item Serial # - (1)
 Item Cube - (1)
 Item Weight - (1)
 Item Dimensions - (1)
 Item Special Handling Instructions - (1)
 Item Purchase Price w/out Tax - (1)
 Item Purchase Price w/ Tax - (1)
 Item Return Price w/out Tax - (1)
 Item Return Price w/ Tax - (1)
 Reason for Return - (1)
 Image of Item - (1)
 Insurance requirements for shipping - (1)
 Terms for a valid return - (1)
 SKU # - (1)
 Exchange Item - (1)
 Exchange Item Price - (1)
 Exchange Item Manufacturer - (1)
 Exchange Item Serial # - (1)
 Exchange Item SKU # - (1)
 Primary Disposition Type - (1)
 Primary Disposition Street Address - (1)
 Primary Disposition City - (1)
 Primary Disposition State - (1)
 Primary Disposition Zip Code - (1)
 Secondary Disposition Type - (1)
 Secondary Disposition Street Address - (1)
 Secondary Disposition City - (1)
 Secondary Disposition State - (1)
 Secondary Disposition Zip Code - (1)
 Ultimate Disposition Type - (1)
 Ultimate Disposition Street Address - (1)
 Ultimate Disposition City - (1)
 Ultimate Disposition State - (1)
 Ultimate Disposition Zip Code - (1)
 Manufacturer Warranty - (1)
 E-tailer credit request or Return Authorization # (1)

FIG. 85

Credit Card # - (2)
 Credit Card type - (2)
 Credit Card Expiration Date - (2)
 Item Description - (2)
 Item Manufacturer - (2)
 Item Serial # - (2)
 Item Cube - (2)
 Item Weight - (2)
 Item Dimensions - (2)
 Item Special Handling Instructions - (2)
 Item Purchase Price w/out Tax - (2)
 Item Purchase Price w/ Tax - (2)
 Item Return Price w/out Tax - (2)
 Item Return Price w/ Tax - (2)
 Reason for Return - (2)
 Image of Item - (2)
 Insurance requirements for shipping - (2)
 Terms for a valid return - (2)
 SKU # - (2)
 Exchange Item - (2)
 Exchange Item Price - (2)
 Exchange Item Manufacturer - (2)
 Exchange Item Serial # - (2)
 Exchange Item SKU # - (2)
 Primary Disposition Type - (2)
 Primary Disposition: Street Address - (2)
 Primary Disposition: City - (2)
 Primary Disposition: State - (2)
 Primary Disposition: Zip Code - (2)
 Secondary Disposition Type - (2)
 Secondary Disposition: Street Address - (2)
 Secondary Disposition: City - (2)
 Secondary Disposition: State - (2)
 Secondary Disposition: Zip Code - (2)
 Ultimate Disposition Type - (2)
 Ultimate Disposition: Street Address - (2)
 Ultimate Disposition: City - (2)
 Ultimate Disposition: State - (2)
 Ultimate Disposition: Zip Code - (2)
 Manufacturer Warranty - (2)
 E-tailer credit request or Return Authorization # (2)
 Bill To Street Address
 Bill To City
 Bill To State
 Bill To Zip

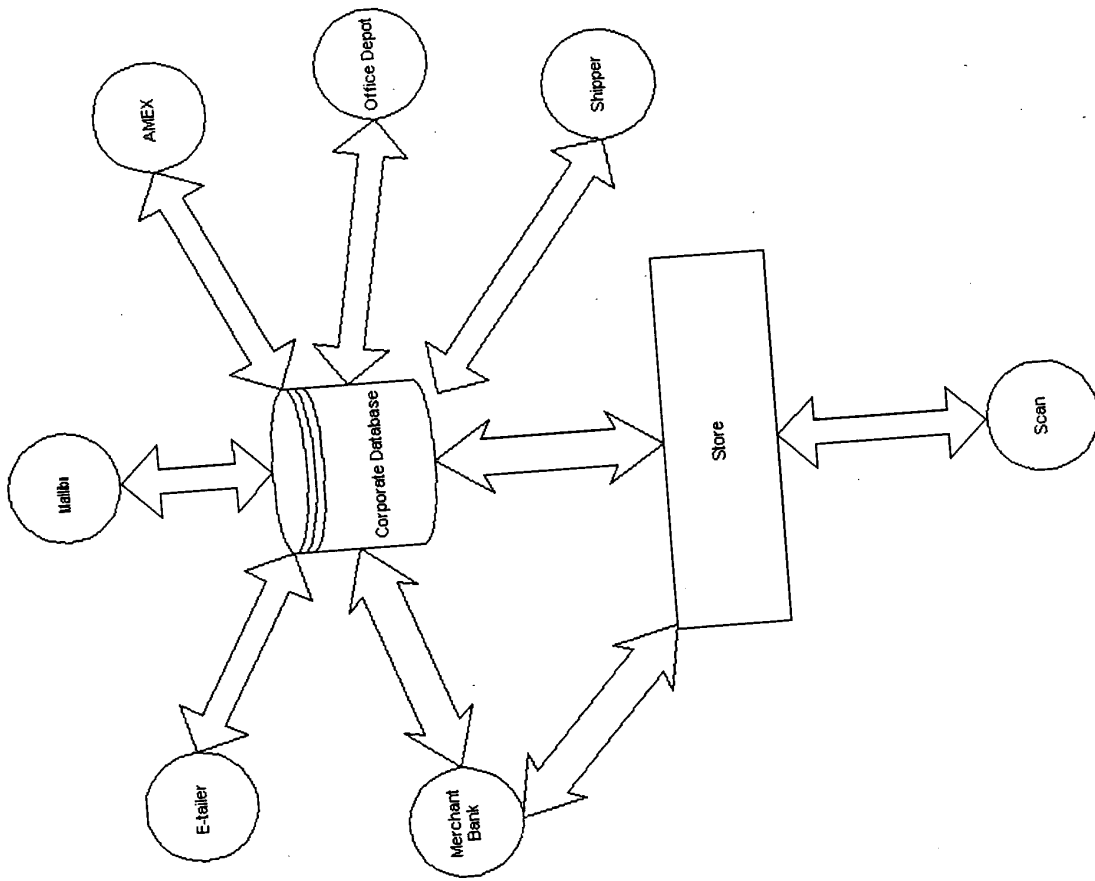


FIG. 87

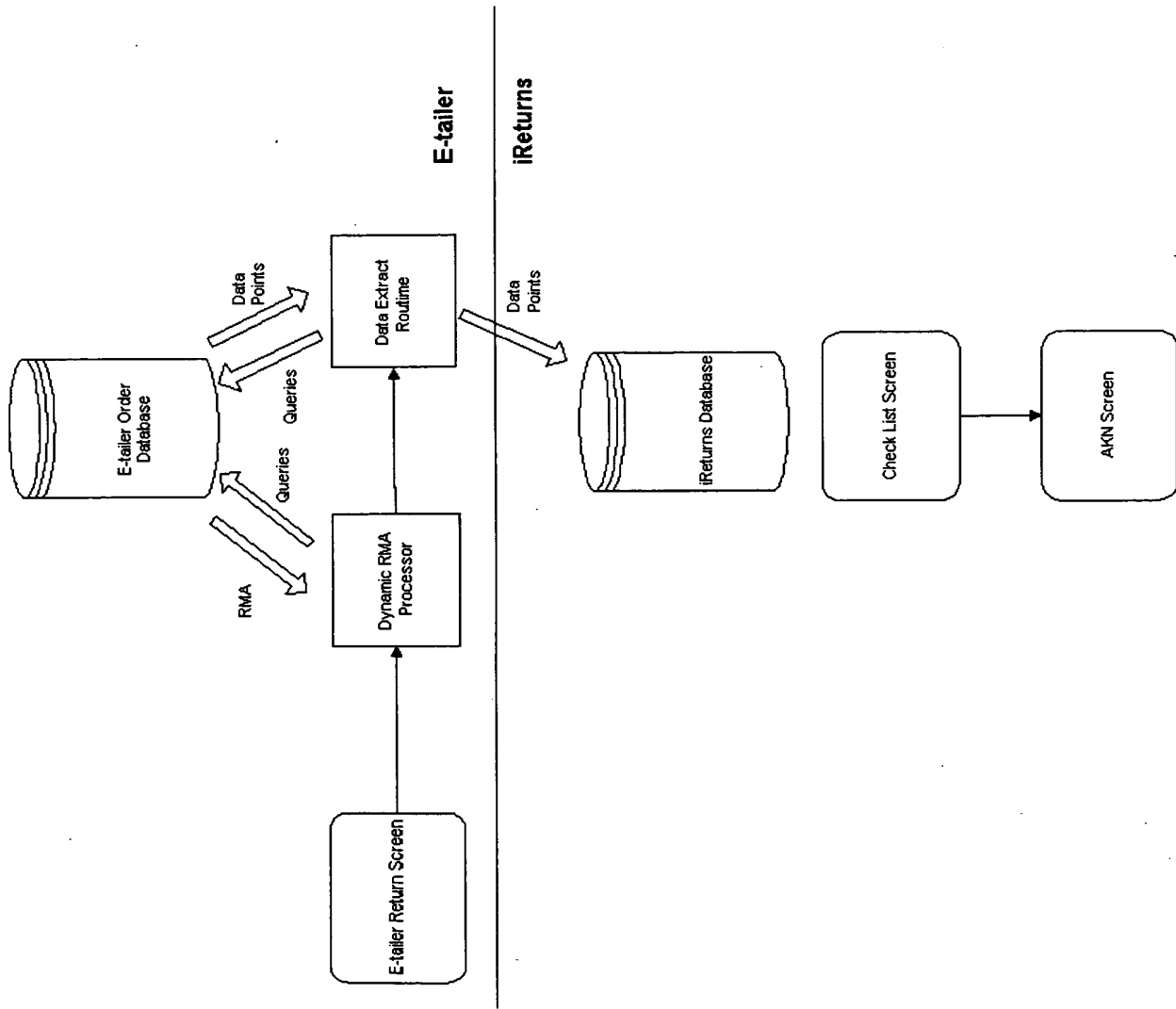


FIG. 88

- (1) Guest on our Website
- (2) Guest Fills out return form
- (3) Tell them we will get back to them in a week
- (4) Send info to E-tailer
- (5) E-tailer Reviews Return (approve/decline)
- (6) E-tailer sends info to guest and us.
- (7) Guest brings to iReturns

FIG. 89